

**ALL PAYMENTS MUST
HAVE BEEN PAID IN
FULL FOR ORIGINAL
CONTRACT AMOUNT
FOR VALID
WARRANTY**



**Warranty procedure and
Greencare requirements**

For valid warranty all payments must have been made and paid in full or warranty is void. Should an item need repair client agrees to allow Greencare up to, but not limited to, 30 days to address and/or resolve the concern. All concerns or repairs must be requested in writing via Greencare.NET and this form then needs to be submitted following all instructions. If a formal complaint is made with any governing entity, social media or media outlet prior to the 30 days from the date of the written correspondence. The customer agrees to retract the complaint immediately and allow Greencare a minimum 30 days to address the warranty issue or resolve dispute. Greencare reserves the right to recover damages directly from client breaching this agreement. **Please Print document and fill in all fields below. Please email a copy of the front page of your contract, the page where item under warranty was selected and the final payment page that lists the item and cost was added for this item. This will all be listed on your contract. Then email to warranty@greencare.net so we can expedite this process and verify your warranty is valid.**

NAME:	
ADDRESS:	
PHONE NUMBER:	GATE CODE: _____

8. Contractor warrants all hardscape and irrigation work for a period of 12 months following completion. We will offer a one-time replacement of any tree, shrub, evergreen or woody vine that died within 90 days from the time of installation, provided the plant has been cared for as instructed. We will not replace plants killed by disease, animals, rodents, insects, neglect, natural disasters or any other reasons over which we have no control. There will be a one-time scheduling of the repair crew to fix any and all warranty issues at or near the end of the 90 days, if additional trips are scheduled it will be at an additional charge. You must present this page dated and signed for valid warranty. No warranty on transplanted plants due to the fact they often die and nothing can be done to save them. **9.** This warranty does not cover deciduous plants or trees, annuals, small perennials, ground covers (GRASS), wildflowers, seeds, bulbs and non-hardy plants. Due to the abundant care needed for real grass there is only a 14 day warranty. Refer to your maintenance provider for grass care help. If you have any pets there is no warranty grass will be very spotty. There is nothing that can be done to fix this. **10.** Any repairs made to any installation by any other party shall void all warranties offered.

(PLEASE VERIFY ALL ITEMS ARE ON CONTRACT) List all items and detail below (please be descriptive). The goal is to expedite the repair and get it done right the first time. We have spent over 20 years and this is the most efficient way possible at an attempt to avoid mistakes.

Take two photos of each item one up close and one about 10 to 15 feet away so we know where in the landscape the item for repair is located.

- 1.
- 2.
- 3.

Signature _____ Print name _____ Date _____

Notes:

We are very disappointed that there are warranty issues on any project in the end. But it is the nature of the construction business. We wanted to thank you for helping us get these items repaired as quickly as possible. By following the instructions above it ensures that the warranty item/items will be done in one trip and as soon as possible. It gives us the best chance to avoid an error and provide you the best service.