

LANDSCAPE WARRANTY

HENLEY USA

We appreciate your business and agree to the following warranty. All trees, plants, and lawns are guaranteed to be alive and viable at time of installation. Trees 3 inch in caliper or more are guaranteed for a period of **90 days** from the date of closing OR the date of installation, whichever is greater. All small trees, shrubs and groundcover are guaranteed for a period of **90 days** from the date of closing OR the date of installation, whichever is greater. Sod and seasonal color flowers are not covered by warranty. All warranty items are limited to a one time replacement.

All warranties are considered void due to:

- Owner Neglect (including but not limited to improper watering, fertilizing, improper weed and turf control)
- Lack of proper care or maintenance
- Diseases or damage from pests
- Adverse weather conditions and destruction from acts of nature (including but not limited to rain, storms, wind, hail, ice, freezes, snow)
- Alterations to the existing landscape (i.e. adding soil or mulch over roots, planting into root zone, adding bed borders, etc)
- Transplanted material
- Failure to program and maintain irrigation system correctly and seasonally
- Acts of vandalism or theft
- Mandatory municipal watering restrictions of Stage 2 or greater.
- Any damage or loss caused by animals.

LANDSCAPE WARRANTY CLAIMS

Please notify the Garden Design Warranty Department as soon as you notice any problems regarding plant material installed by Garden Design on your property. To obtain service or a replacement under this warranty, contact the Garden Design Warranty Department within the warranty period stated above. **Send an email to warranty@gardendesignlandscaping.com and include the following information:**

Subject: Warranty – [Homeowner's Last Name & Address]

- 1. Homeowner's Name**
- 2. Property Address**
- 3. Closing Date**
- 4. Phone**
- 5. Email**
- 6. Warranty Issue Description (be as specific as possible)**
- 7. Picture of Warranty Item (include as attachment)**

A picture and description of the plant in question can help expedite the warranty request. Failure to provide any of the information requested will delay warranty processing.

Garden Design will inspect the owner's premises as soon as possible but it may take up to **ten (10)** business days. After such inspection, if it is determined a warranty service is necessary, Garden Design will perform the warranty replacement at a time agreed upon between Garden Design and the owner.

I HAVE READ THIS DOCUMENT AND COMPLETELY UNDERSTAND THE ABOVE INFORMATION AND MY RESPONSIBILITIES INVOLVED.

SIGNATURE: _____ **DATE:** _____

PRINTED NAME: _____