

Warranty/General Terms and Conditions

1. Work will be scheduled upon receipt of a signed contract by the client along with a 50% deposit and scope of work approval by both parties.
2. If a question arises regarding changes to an invoice, we are happy to investigate charges prior to the due date of the invoice in question. Once the due date of an invoice passed, no disputes will be entertained regarding the work in question, and payment will be due for the entire amount as billed.
3. Sod Warranty: We will replace one time (at our discretion), any sod that does not establish within a period of 30 days if maintained properly. All warranties are voided if bills are not paid in full upon completion of work.
4. Patch Landscaping and Snow Removal Inc. will not be held responsible for sprinkler heads, hoses, cable lines, gas lines, and other related items if they are not marked properly
5. Please remove all animal waste and toys (from your property) before your scheduled project day. There may be an additional charge if we must remove these items to perform our services.
6. Plant Installation Warranty: We will replace all nursery stock supplied and installed by us that fails to survive for one growing season (within the year it is installed). Plant material is not guaranteed over the winter. Replacement plants are not warranted. Liability not to exceed plant value. The following are expressly excluded from coverage by this warranty: flowers, perennials, groundcover, other non-hardy plants, bare root plants, plants in containers above ground, client-supplied plants, transplants, grass seed, and sod. All warranties are voided if bills are not paid in full upon completion of work.
7. Hardscape Warranty: All hardscaping shall unless otherwise specified herein, carry a one-year warranty from the date on the invoice on materials and workmanship excluding neglected maintenance, misuse, negligence, or damage from acts of God. Warranties will be voided in case of physical and or chemical damage and accounts over 15 days past due from the date of the invoice. We will warranty any installation for 1 year against settling.

Premium Maintenance Terms and Conditions

1. Invoices will be emailed on the 15th of each service month. Payment is due by the last day of the month (net 15). Any invoice past due 15 days or more will be charged a 5% late fee. The late fee will occur every 30 days from the completion date. After 90 days, Patch Landscaping will send the account into collections. The client is responsible for this charge. Service will be discontinued, without notice, for accounts that are past due 30 days until the balance is paid up-to-date and in full. Upon service reinstatement, the client will be responsible for full weekly service with no discount for visits missed due to lack of payment.

2. If a question arises regarding changes to an invoice, we are happy to investigate charges prior to the due date of the invoice in question. Once the due date of an invoice has passed, no disputes will be entertained regarding the work in question, and payment will be due for the entire amount as billed.

3. Patch Landscaping and Snow Removal Inc. will not be held responsible for sprinkler heads, hoses, cable lines, gas lines, and other related items if they are not marked properly. Seasonal holiday decorations such as inflatables and string lights should be removed prior to service. Decorations left in ground will be mowed or worked around to best avoid damage.

4. Please do our crew a favor and remove any animal waste and toys (from your yard) before your scheduled maintenance day. There will be an additional charge if we must remove these items to perform our services.

5. For gated access properties: It is the responsibility of the client to provide a code/key/clicker to the office before the scheduled service date. If the client does not comply, only accessible areas will be maintained, and client will be responsible for full payment. The crew will not return to the property that week.

6. Fall clean-ups will be performed in November. Upon request, clients may elect to have fall clean-ups performed in December. Additional leaf clean-ups are available upon request for an additional fee. Maintenance will be performed once a week or per contracted specifications. If heavy rain occurs, work will be moved to the next day.

7. Tree service for trees over ten feet (10ft) in height is not included in this Service Agreement. It is available at an additional cost.