

P.O. BOX 2354 \* LANCASTER, OHIO 43130 740-438-1628 \* FAX 740-653-7303

## **Our 10 Star Guarantee!**

- Our staff will treat you with respect we guarantee it. Each employee will be in proper attire and professionally trained to perform his or her assigned tasks on your property. We hire only trained professionals with credentials and high ethical and moral standards.
- All employees will be available to communicate with you when necessary. We are a team operation and each employee can make decisions to meet your needs.
- Management will schedule daily inspections of your property during work and will review your projects progress with you at your request.
- We will promptly correct any aspect of our work that is unsatisfactory to you. In most cases, within a two day period.
- ☆ Your job site will be left neat, clean and safe each and everyday.
- Our trucks will be clean and identifiable, and will not detract from the appearance of your home or neighborhood.
- 2 We will be there when we say we will and we will do what we promise to do.
- You will receive accurate and detailed invoices for each phase of your project and any additional work or changes that you have approved.
- ☆ You will be completely satisfied with all aspects of the work we do for you.
- If a plant that we install on your project does not perform, as it should, we will replace it free of charge for one full year after installation. If we design it, plant it and maintain it, we guarantee it! We will not be satisfied until you are.