



Greencare.NET
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Las Vegas, NV 89102
License # C-10 77114, C-14 77460, A-10 78730
Bid Limit \$420,000.00 (Combined)
(702) 839-LAWN (5296)

1st step for warranty is to go to **Greencare.NET** and first click then fill out the request warranty tab info.

REQUEST MORE INFORMATION
ABOUT WARRANTY

It looks just like tab on the right, once you click tab follow instructions.

Decking Warranties

Effective Date

Plants, Irrigation and Decking (pavers/concrete/flagstone) warranties go into effect upon job completion. No warranty on chat or DG. This is a surface at times used as an inexpensive option in place of decking. It is a loose surface that can scatter around yard if disturbed or kicked up by animals. There will be loose granules on top of the surface. If client is unhappy with the look, feel or outcome of how the DG turned out it will be at additional cost to remove and then replace with a different surface. 14 day warranty on real grass; see detail below.

Natural & Colored & Stamp Concrete

Two year warranty on repairable cracks. No warranty on hairline cracks. The repaired area will not match color. Please note, repairable cracks are defined as 1/16th inch wide or the approximate width of a dime.

Spray Deck Topping

Two year warranty on adhesion over concrete that we pour. No warranty on adhesion over concrete poured by others.

Drainage

Drainage of water away from home, away from back wall and then diverted by grading to slowly work its way down each side of your residence is the utmost importance. This is considered in the layout or your landscape. If your design has grass up against the edge of concrete, pavers or flagstone it will cause some staining. The area around the deck must drain away from the deck at a minimum of ½ inch per foot for a minimum of four feet. All deck and yard drains must be kept open, allowing water to flow away from the deck. Failure to comply with these requirements may void warranties. All warranties are not transferable.

Concrete Decks Cracks

Here in the Southwest, summer temperatures can cause the surface of your concrete deck to range from 140 degrees in the daytime to 60 degrees at night. During the winter, temperatures range from 80 degrees to 10 degrees. It is recognized and accepted that, because of these excessive temperature changes in the deck that the concrete undergoes intense expanding and contracting. This causes cracks to form. Expansive joints have been installed to absorb some of the movement however, they cannot prevent it. It is impossible to guarantee against this. Therefore, these are not covered by your guarantee. You are strongly encouraged to maintain a consistent moisture content in your yard to help minimize ground movement.

Flooding Around Your Decking

You are cautioned not to flood areas particularly around planters. It is quite common that flooding areas around decks may cause soil expansion, resulting in damage to decks. Such damage is not covered by your guarantee. All landscaping should be such that it directs water away from the deck areas.

All warranties meet or exceed guidelines provided by the Nevada Board of Contractors. These warranties specifically exclude accidents, negligence, unknown acts of nature, chipping or staining caused by others, abuse, misuse, incorrect yard drainage and normal wear.

Synthetic turf

There is a 3 year warranty on all grass from fading or coming apart. NOTE: There will be seams at times that are visible if it is required to have cuts in your turf. Greencare does all it can to make these seams invisible but at times they are in fact visible. Greencare is not responsible for visible seams. Another rare circumstance is turf actually getting burnt from the reflection of a window from your home or a neighboring home. Greencare assumes no responsibility if this takes place. The only solution is to get window coverings installed if it's coming from your home, but if neighboring home you will need to simply not have turf in that area.

Maintenance

A maintenance provider is suggested on all projects. We have found the best option is to keep a look out for a service provider in your area. The closer you are to another home in the area for the service provider. The company will be able to spend more time on each property because they will be saving on drive time. You can even ask the neighbor how much they are paying and offer the company for you each to pay maybe \$20.00 less per month if you both agree to use his service. The builder should have left the manual for your clock tucked in behind the pipe usually running downward below the clock. If not request the manual from your builder or if older home you can usually find it online.

For proper watering schedule please go to the link below. For the first 30 days we set your timer to water every day. This is needed for the plants to get acclimated. After 30 days you will need to change your timer to your area watering schedule.

http://www.lvwd.com/conservation/drought_watering_schedule.html

Also click link below for printable PDF instructions on how to set your timer. You are responsible for setting and changing your own timer. It needs to be adjusted Sept. 1, March 1 and May 1 Here's how: (GO TO LINK BELOW)

http://www.lvwd.com/assets/pdf/drought_mandatory_water_restrictions.pdf

Time Clock importance

Every plant and tree in your yard WILL DIE if the time clock is not set upon installation and then changed at the right times. Also be sure the battery is good each time you change the clock. Greencare assumes no responsibility if time clock is not set properly. The website links above have all the info you need to set the clock properly. The clock should be first set to the proper time of day then the on and off times can be set.

Algae Control on ponds or water features

Algae come in several forms; free floating or water clinging and it can be shades of green, yellow, brown or black. It can be introduced by rain or wind. Unfortunately, sunlight and warm weather create a climate for algae to reproduce and grow. On most ponds or water features over time there will be some algae build up and are widely considered part of the natural beauty of the pond or water feature. As with any problem, the best cure is prevention. It is recommended to use a good algaecide (pond fix) regularly. The algaecide will work in conjunction with the water filtering itself through the pea gravel (pond only) to destroy the algae and help to prevent its reoccurrence (if contemporary water feature chlorine may be needed). If you have a specific problem, contact your local pond supply store.

Additional warranty detail: see items 2,8,9 10 and 12

All material is guaranteed to be as specified and the work to be performed in accordance with the package chosen on proposal. The plan provided is to provide a general idea of the way the project will turn out. Adjustments are made if a lesser package is chosen to make the landscape look balanced. All options must have initial and added cost to total price or option is not included.

If the largest package and all options are chosen project will be very close to the drawing. The plan may still need to be altered due to shape and size of certain materials and onsite adjustments even if largest package is chosen. If lesser package or options are not selected there will not be as many plants and any option upgrades not selected will not be installed unless paid for.

2. IF ANY ADDITIONAL PLANTS OR MATERIALS ARE PURCHASED BY HOMEOWNER THERE WILL NO WARRANTY ON THOSE ITEMS.

3. No verbal statements by salesperson or contractor are valid if not added on to contract and a fair price agreed upon. If changes are wanted upon completion of job, balance must be paid prior.

4. Greencare is not responsible for HOA approval we supply the plans and paperwork only.

5. When job is being discussed by client and designer, owners, salespeople or any Greencare employee if items are approved by client they must be put on contract and cost must be added for said items. These items are not free of charge. Many things are reviewed during the design process so please read your proposal to be sure everything has been accounted for. Additions and deductions pursuant to authorized change orders will be additional cost. If homeowner makes changes during project and instructs foreman or laborers to make changes or commence in any additional work, labor and materials will be added to final price.

6. Contractor may at their discretion engage subcontractors to perform work hereunder, provided Contractor shall fully pay said subcontractor and in all instances remain responsible for the proper completion of this Contract. In the event Owner shall fail to pay any periodic or installment payment due hereunder, contractor may cease work without breach pending payment or resolution of dispute.

7. Contractor shall not be liable for any delay due to circumstances beyond their control including but not limited to general unavailability of materials and weather delays.

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. **We require you go to Greencare.NET and click the request warranty tab. We ask you present your dated and signed proposal for valid warranty. No warranty on transplants. There are also a few short steps explained that we require you to follow so we can get the info we need to get the warranty issue resolved quickly.**

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 on grass it will be very spotty from the acidity in the urine. We have tips on how to help with this found on our website. Greencare.NET. There is nothing that can be done to fix spotty grass with pets completely.

10. Any repairs made to any installation by any other party shall void all warranties offered.

11. If a selection is found to be unavailable or price has been increased by supplier, Greencare reserves the right to ask client to make another selection or pay the material cost difference.

12. 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 warranty form.

13. Homeowner is responsible for all permit fees and/or HOA fees/deposits if required. Gas/Electric/Pool/Spa/Patio Permits will be req. At times for access we will need to knock down access walls. If this is found to be needed, it will be an additional charge to client of cost of labor and materials only to rebuild these walls prior to plaster. Contractor agrees to remove all debris from construction area and leave the premises in broom clean condition. Construction updates will be via Email so there is clear communication record.

Please understand: We put together a specific procedure so we could get all the needed information to get your warranty issue fixed as quickly as possible. We are very sorry there is an issue on your project. We have found things happen we can't foresee no matter how hard we try to do it right upon installation. Items on a pool build, landscape, patio cover or BBQ project tend to need addressing after completion from time to time. This is why we put this warranty procedure together. By following the instructions below we can get the issue resolved as quickly as possible for you.

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Thank you and we look forward to getting this project complete to your full satisfaction.

Sincerely, the Greencare family ☺