



The Timberline Guarantee

Timberline Landscapes, LLC values you as a client. We realize your satisfaction is essential to our success. We constantly strive to provide excellent service so that we may earn your future business and your referrals. An important part of establishing long-term relationships with our clients begins with good communication, so please allow us to explain some benefits and special circumstances of doing business in the green industry and with our company.

When doing business with Timberline Landscapes, LLC you can expect excellent service and quality work. We guarantee we will always work in a professional manner doing our best to exceed all expectations.

Timberline Landscapes, LLC continually strives to be known as a “safe” landscape contractor to do business with. In addition to our ongoing team member safety training we provide:

- 2,000,000 Aggregate Commercial General Liability Coverage (carried through Hortica)
- Workers Compensation and Employers Liability Insurance (carried through Hortica)
- Ability to be bonded for large projects

Copies of these insurance policies may be made available directly from the insurance companies. Contact us at 314-646-0203 and we will have the insurance companies fax or mail copies directly to you.

- Timberline Landscapes, LLC is a member of the Better Business Bureau (Look us up at www.bbb.org)
- We are a member of the Professional Landcare Network (PLANET)

Limited Plant Guarantee/warranty

Timberline Landscapes guarantees that all plant material will be true to name and size according to industry standards. We plant only the freshest and highest quality plant material available. Each and every plant is alive and requires proper care.

We understand that occasionally plant material will not survive the transplanting process. Timberline will gladly replace failed plants at no additional cost. We offer to replace, once, within one year of installation any woody plant that fails.

One (1) year limited guarantee is provided for all woody plants (trees and shrubs, no perennials). Reasonable growing conditions must be maintained as a provision of the guarantee, including proper irrigation, insect control, winter protection, and shelter from unreasonable damage from pets or pedestrians.

What is not covered in our guarantee/warranty?

- Replacement of plants when the invoice is past due 30 days
- Perennials, annuals, grass seed and sod, groundcover, plants in above-ground containers, bulbs or plants transplanted from other areas of the property
- Vandalism or Acts of God, such as theft, mechanical or chemical injury, pet/animal damage, pest damage, extreme weather conditions or neglect
- Plants placed in areas, by request, that receive inadequate natural rainfall, too much shade/sun, or plants that are not suitable to our hardiness zone or soil conditions.
- Plants that have been moved by the homeowner.
- Transplants from other areas of the property