

A FEW NOTES ABOUT YOUR SERVICE

Dear Turf and Tree Worx customer:

This insert is intended to clarify the service and results that you can expect from our company throughout the season, and to assure optimum satisfaction following each application (for applications 2-7). Today's application, *as well as some future applications for the upcoming season*, includes a Broadleaf herbicide for control of dandelions, clovers, and many other broadleaf weeds. You can expect to see, on the average, a 70% weed kill or better within 10-14 days. If between ten and fourteen days, you have not seen **at least** a 70% weed kill, please call for a complimentary weed spray. You must wait *at least 10 days* to observe the results, regardless of the weather following the application. After fourteen days have elapsed, any service requests will be denied.

Please note the following:

- 1) You must be signed up for 5 or more treatments, including *application #2* to receive a free service call. If you are signed up for fewer than 5 treatments, service calls are pro-rated based on time and amount of products used, with a minimum charge of \$35.00 and are based on time and amount of product sprayed. (Gold or Silver programs)
- 2) When requesting a service spraying, please leave a message with your address and name. We will not call back to confirm but will automatically schedule the spray. Usually, it will be applied within 48 business hours (weather permitting). Please note #4 for further information regarding service spraying.
- 3) Our *application #1* contains a state of the art crab grass pre emergent control, with post control benefits. This product can be applied much later into the spring with success. It also contains heavy rates of balanced fertilizers (granular only.) *Application #2* is a broadleaf weed control (liquid only) that can be done at the same time as *application #1* based on weed activity at the time of application.
- 4) We use a spreader sticker product with all of our liquid applications. This helps to keep the weed killer on the weed longer, as well as during any minor to moderate rainfall, which is always a risk.
- 5) We do not spray when the temperature is 90 degrees or warmer. We will either use a granular herbicide or spray the lawn more thoroughly on the next scheduled application. Temperatures of 60 to 80 degrees during and following an application produce the best weed kill results.
- 6) We will only post the lawn with the regulation white and red signs if the treatment we applied contains pesticides or herbicides. Any other signs posted (not red & white) are posted as a courtesy. We may or may not post courtesy signs, as the law does not require them.
- 7) **Cancellations:** Anyone needing to cancel service during the season may do so. However, you *must* be assigned a cancellation number. If you don't have a number, you are not considered officially cancelled and will be responsible for any services provided and/or charges incurred up to the date when you were assigned a cancellation number.

Thank you for trusting the professionals at Turf and Tree Worx! We are committed to taking care of your lawn as though it were our own.

POLICY SHEET

Crabgrass Control -

Our pre & post-emergent crabgrass control is guaranteed for the season to customers who have signed up for this service by May 1st with the service being performed by May 15th. We cannot extend this guarantee to any customer who has signed up later than May 1st or to lawns with major weed problems that could require additional treatments. Call our office with any questions.

Insecticide Guarantee -

Merit or Mach insecticide treatments are guaranteed for the balance of the lawn care season when applied prior to July first. If an insect problem persists even after the Merit or Mach application for subsurface feeding insects only is applied prior to July 15th, the customer is eligible for a free insecticide re-treatment. Talstar and Dylox insecticide treatments are not guaranteed when used at any time during the season.

Property Damage -

Any customer concerns regarding the service performed or lack thereof, or possible property damage caused by Turf & Tree Worx treatment(s), equipment, or personnel must be reported to the corporate office within 72 hours from the time the damage occurred. Turf & Tree Worx will not be responsible for any service concerns or damage reported beyond this time period regardless of the extent of the damage.

