





LET US ANSWER YOUR QUESTIONS:

- 2 TABLE OF CONTENTS
- 3 ABOUT US
- 4 HOW THE DESIGN BUILD PROCESS WORKS
- 6 WARRANTY
- 7 CARE GUIDELINES
- 8 TESTIMONIALS
- 9 WHY CHOOSE GREENROOTS?

ABOUT US

THE ROOTS OF GREENROOTS

We began in 2002 in the heart of Chester County, PA, offering landscape design and landscape construction services to both residential and commercial clients. Through the years we have continued to grow and evolve, while keeping a firm grasp on our commitment to customer service, high quality craftsmanship, attention to detail, and sustainability in design. These are the core values GreenRoots Landscaping is built on, and we believe it is these values that help us to deliver beautiful outdoor spaces to each of our customers. We are dedicated to be the best in the fields of landscape design, masonry and horticulture.

THE GREENROOTS TEAM

You can trust GreenRoots Landscaping with your project from design to installation. Our design team has the skills and experience to create the perfect outdoor living spaces. We are a team of professionals who each bring a unique and needed skillset to each project. From talented craftsmen and leading landscape designers to our native plant specialist and horticulturist with over 40 years of experience, our master masons. We are the perfect fit for any outdoor project.

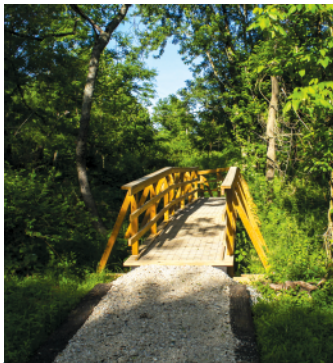


COMMUNITY COMMITMENT

We are committed to being a positive influence and an active member of our community. We have worked with a number of conservancies and parks to install pathways, trails, and walkways that encourage members of our community to get out to enjoy the fresh air. We've worked with Unionville High school to create a beautiful courtyard space and have been involved with various other projects for churches and schools to help make better outdoor spaces for everyone. We sponsor the Mushroom Festival and create a beautiful booth space every year as an opportunity to be a part of our local community. In addition to using our skills to help the community, we also support many different community events, from high school sports teams to various fundraising events.



MUSHROOM FESTIVAL SPONSORSHIP



LOCAL TRAIL PROJECTS



UNIONVILLE HIGH SCHOOL

WHO WE HAVE WORKED FOR:



HOW THE DESIGN BUILD PROCESS WORKS

BEFORE WE MEET

This is the part where you can dream big! We recommend browsing our website, Pinterest, landscaping magazines, or wherever you draw inspiration from, to get ideas and to be thinking of what you would like your project to include. Are you hoping to add a patio, a raised bed for vegetables, a fireplace with an area for seating or a swimming pool the whole family can use and enjoy? Beginning the process of establishing priorities will be beneficial for both you and your landscape designer.

1. THE FIRST MEETING

Meeting with your designer and creating the plan. It is through the initial meeting that you and your designer can come to an understanding about what your priorities are. This face-to-face time will allow you to work together and “get on the same page” so that during the next steps your designer can create something that you will love that is specific to your needs!

2. THE PLAN AND PLANTINGS /REVIEW

The next step is where the “magic happens.” After your initial meeting, your designer will come back to you with an expertly designed plan that will be both beautiful and functional. You will have the opportunity to make changes and communicate with your designer so that you are happy with the landscape design. This step of exchanging of ideas is the most important step because this is when the decisions are made for what your finished project will be. Here is an outline of how the landscape design process works:

LANDSCAPE DESIGN RETAINER

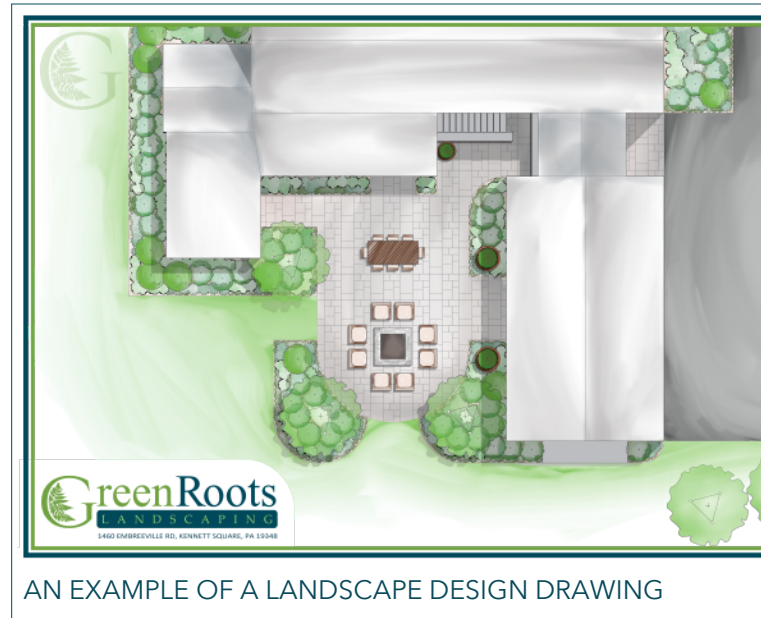
PHASE 1: Client meeting: Establish goals, objectives and try to establish a budget, identify site conditions - requirements, limitations and opportunities

PHASE 2: Design: Document existing elements in the proposed areas as needed, collect elevation data in the proposed areas as needed, research, concept development

PHASE 3: Client meeting: Review initial plan concepts, identify material and detail options

PHASE 4: Edit allowance (edit initial plan concepts): Final plan details, establish summary of recommended actions and budget estimates

PHASE 5: Client meeting: Presentation of final plan, details and contract for the proposed work, delivery of final plans



Note: on smaller projects the physical drawing step is sometimes skipped to keep the costs of your project at a minimum and the phases listed are general guidelines.

3. CONTRACT AND SCHEDULE

Once we have a design plan agreed upon, the next step is to agree contractually. This is an exciting step because once the contract is signed we can begin work! We understand that it is often the best decision for your finances to break your payments into steps. With that in mind, your contract will have step payments outlined for you so that you know exactly what to expect financially. As soon as we have your signed contract, we will work with you to put you into the schedule at a time that suits everyone best.

HOW THE DESIGN BUILD PROCESS WORKS *continued*

4. MOVING FORWARD AND PREPARATION

We always want you to be prepared for our crews, so we will remain in communication with you and let you know when you are up for installation. The nature of an outdoor field sometimes makes it difficult to remain on schedule. With that in mind, sometimes we are able to get to your installation early, and sometimes we have to push your installation back, that is why we try to keep you updated as much as possible via email and our online calendar that you will have access to once a contract is signed. Please continue to communicate with us as to any deadlines or parties that we need to be finished by, or in some cases do not start before, etc. During this stage we would like to receive any pertinent information, i.e., septic placement, property lines, etc.

5. INSTALLATION

Before installation you will be introduced to the project supervisor for your project. This supervisor will be able to answer any questions you have about your project. Depending on the size of your project, our crew could be installing at your property for less than a week or in some circumstances longer than a month if the scope of your project is quite large. Throughout this installation we want you to feel comfortable with our team. We believe that comfort and trust will come from communication. You will be able to communicate with your project supervisor about any issues that may arise during installation or anything else you may need. In addition to your supervisor contact. We understand that communication is important, so we have made it a priority.

6. COMPLETION

Once your project has been finished we will do a final walk-through with you. We want to make sure you are happy with the work that is done. The walk-through will be with your project supervisor and/or your designer. And once we are sure that you are happy with your project, we will collect your final invoice. (*Smaller projects do not always require a walk-through.*)



OUR CUSTOMER CALENDAR FOR DAILY UPDATES ON THE STATUS OF YOUR PROJECT

7. ENJOY YOUR OUTDOOR RETREAT!

WARRANTY

GREENROOTS PLANT AND MASONRY GUARANTEE:

OUR PLANT GUARANTEE IS AS FOLLOWS:

A one-year guarantee can only be issued to clients with an irrigation system, up to one occurrence. Our guarantee does not cover plants killed by a harsh winter. Plants still will require maintenance. Without irrigation we can only offer a 30-day warranty.*

MASONRY WARRANTY:

We offer a three-year guarantee on all masonry work (except repair work). **

ALL OTHER INSTALLATION WORK:

Carpentry, Lighting, Irrigation, and Electrical will carry a one-year warranty or as specified in specific contract for work.

PLANTINGS WARRANTY, WHAT IS AND IS NOT COVERED?

WHAT IS COVERED?

With Irrigation: Any Trees or Shrubs Installed by GreenRoots Landscaping during the planting season. Labor and Materials. One year from date of installation. (see exceptions)

Without Irrigation: Any trees and shrubs without irrigation will only be covered for a period of 30 days. (see exceptions)

Our Discretion: It is entirely up to our discretion what we replace. We will evaluate all outside circumstances, for example, extreme weather, animal damage, disease, etc.

*WHAT IS NOT COVERED?

Without Irrigation: Any plants installed where irrigation is not present will not be covered.

Specific Plants: These plants will not be covered regardless of the presence of irrigation: plugs, sod, bulbs, annuals, perennials, transplanted (relocated,) and southern plants, i.e., crepe myrtle, etc.

Acts Of God: Any plantings with animal damage will not be warranted, i.e., deer damage, rodent damage, ice/snow damage, extreme cold damage, flooding, drought, etc.

MASONRY WARRANTY, WHAT IS AND IS NOT COVERED?

WHAT IS COVERED?

Any new Masonry Installation. (3 years) (see exceptions)

Water features. (90 days) (see exceptions)

**WHAT IS NOT COVERED?

The inside of any fire pit, fireplaces, or any fire feature, gas or wood.

Any repairs to another company's work.

Damage from equipment, i.e., lawn mowers, automobiles.

Animal damage, burrowing, digging, etc.

Alterations, i.e., pergola added by other

New home construction

Acts of God: weather, ice, flooding, tree roots, etc.

SEED AND SOD

Seed and sod are not covered by warranty.

CARE GUIDELINES

Congratulations on your new landscaping project! Thank you so much for entrusting us with your installation. We look forward to our new long-lasting partnership moving forward. To ensure that your investment will last for generations to come, we have put together a brief guide to help educate you further on the proper maintenance techniques. Your new landscape will require maintenance.

You as the property owner are the first line of defense. Keep watch for any changes in appearance.

NEW PLANTINGS

Remember, Mother Nature is a very unpredictable force. These are general guidelines, you will still have to use your own judgment and that any change in appearance is an indication that attention is needed.

TREES & SHRUBS:

Water EVERY DAY for the first 3-4 days (at the roots). For the following three weeks, water with a slow trickle every 3 days. After this period, be sure to water your plants generously once a week using a wand. The first 12 months the tree or shrub is establishing itself and needs seasonal care.

ANNUALS:

Water EVERY DAY for the first two weeks (at the roots). After this period, be sure to water your plants generously twice a week using a wand. Extreme heat or drought may increase the need for watering.

SEED:

In general keep the seed moist, seed should be insulated with straw (keeps a consistent temperature). Watering with a sprinkler should be continued until the seed has sprouted and established. Generally 2-3 weeks. Monitor the lawn and water if changes color.

SOD:

It is a crucial step to keep the sod watered consistently, if it is a hot day especially. Sod is very temperamental and if not properly watered can burn up within a 24-hour period. Sod has to be so wet that when stepped on it cannot be ripped, indented, and destroyed. Generally 2-3 weeks. Monitor afterwards. Water as needed if it loses good green color.

MASONRY

Keep in mind in using all the best practices all masonry units can crack and wear. Our goal is to monitor and reduce problems as much as possible. Generally these issues are avoidable.

PAVERS AND DRY LAID UNITS:

Anything that has had polymer sand applied to cracks at finish: After the first few months to a year, these units need to be swept back in. It is not uncommon for a new installation to need this service. Call us and we can schedule. If you prefer to complete the maintenance yourself, contact your salesperson for the correct color and manufacturer of polymer sand.

This treatment should be done semi-annually or as needed to protect your warranty and investment.

All masonry projects are subject to freeze-thaw. Make sure all downspouts run away from masonry units as ice can build up and destroy. Ensure that heavy equipment and automobiles do not drive on masonry surfaces unless specifically designed for these purposes.

TESTIMONIALS

HEAR FROM PEOPLE LIKE YOU:

CHADDS FORD, PA

“

Awesome people,
meticulous attention to detail,
gorgeous, bold design.

We love the project,
can't wait for the next phase.

”



POOL DESIGN • HARDSCAPING • PATIO • DECK • FIRE PIT • PLANTINGS • WALKWAYS • TRASH SCREENING

WEST CHESTER, PA

“

In the beginning, we had a general idea in
mind for the project, but we could not come up
with a design that fully captured our vision.

*Your design ideas were exactly what we wanted--only
better.* The end result is a backyard that is now a
great space for relaxing and entertaining.

”



PATIO DESIGN • LIGHTING • OUTDOOR STEPS • PLANTINGS • WALKWAYS • TREE SCREENING • TRASH SCREENING

CHADDS FORD, PA

“

GreenRoots did an amazing job with the
hardscape and landscape in our pool area and the
front of our home. When it was finished, *it turned out
better than we could have even imagined.*

We highly recommend them.

”



POOL DESIGN • HARDSCAPING • LIGHTING • OUTDOOR KITCHEN • PLANTINGS • WALKWAYS • OUTDOOR ROOM

WHY CHOOSE GREENROOTS?

EXCELLENT DESIGN

Our landscape design and installation teams are educated and have years of experience designing spaces that will actually work. We offer you custom drawings of your property carefully designed to be a unique and beautiful space that you will be able to use for decades.

UNIQUE, CREATIVE EDGE

We love the opportunity to create something that has never been done before. Everything we do is custom and unique to you and your family's needs. If you are looking for a unique focal point or a creative solution for your property, you can trust GreenRoots Landscaping to create a solution that you will love!

BEAUTIFUL AND FUNCTIONAL

At GreenRoots we believe that you do not have to sacrifice beauty for function, nor do you need to sacrifice function for beauty. It is always a priority when we are designing your space that it fits your needs and is beautiful. You can trust in our expertise that we can create a space that you will be happy with for years to come!

WARRANTY

We offer a guarantee on the work that we do. We stand behind our work, and our ultimate goal is for you to achieve your dream property. We offer a generous guarantee on our installations with few exceptions. See Page 6 for a detailed explanation of our Warranty.

COMMUNICATION

We know that you need to feel comfortable with the people you allow on your property; We understand that need, and we believe communication is one way to earn your trust. It is our goal to be in communication with you every day that we are working at your site.

RELATIONSHIPS

Every year we receive countless referrals. We are honored to be referred because it is proof that we have delivered what we have promised. Referrals are a byproduct of having relationships with our customers. When our previous customers tell their friends and families about GreenRoots and recommend us because of their positive experience with us it sets us apart from the competition.



Unique, Creative Edge

This custom trash enclosure has a green roof with flowers growing. The wood that is showing is actually a facade, giving the homeowners the option of using the enclosure in whichever way that works best for them.



greenroots
LANDSCAPING

