

The FREE Estimate Process

This process is reserved for any client that does not require design work and only needs an estimate, as long as the estimate can be provided without a design. When you call, we can help you to determine that. If you have not read over the “*What is Design/Build*” or the “*Landscape Design Services*” portion of the site, please do so as it may help to clarify your needs.

We are very forthcoming in providing a clear and detailed overview of this process to all prospective clients before scheduling an appointment. We understand that both the customer’s time and our time is precious, and want to be certain that all parties understand the sequential timeline as well as the expectations of these meetings

Here is a typical FREE Estimate Process:

- 1. Customer Inquiry and phone pre-qualification** – Our staff will spend some time getting a sense of your project and asking some important questions. We will provide you with a clear understanding of our process and answer any questions you may have. If we think we can provide the services you are looking for, we will schedule an appointment to come to your home.
- 2. In-home consultation with ALL project decision makers (no charge for this service)** – We will come to your home at a time that accommodates your schedule and discuss the needs of your project. Depending on the scope of the project we will either provide a written estimate on that visit or mail the estimate after we have had a chance to put it together. It is required that all decision makers are present to discuss your project.
- 3. Mailed estimate** – If we have to mail you an estimate, your Salesman will tell you exactly how long it will take. Depending on the time of year it typically takes 1-2 weeks.
- 4. Contracting and scheduling** – Depending on the project type, once a proposal has been accepted by the client, an appointment may be scheduled in our office for you to meet with our Production Coordinator who will walk your step-by-step through the construction process and the contract. All decision makers must be present to sign the contract and to walk through all the details relating to construction that the client needs to know. In some cases with smaller projects, the contract may be mailed instead of coming to the office.
- 5. Construction** – For this step, you just sit back and watch the magic of our production crews. It is an exciting process that certainly gets all of the neighbors’ attention!! Are crew are efficient and quality driven. You will have direct cell phone numbers to reach your Foreman and Job Supervisor throughout the installation, as well as the constant support of your Production Coordinator who will maintain a constant level of open communication. At the end of the project your Job Supervisor will perform a walk through to go over instructions and care of your new installation.