



*Helping people live sustainably*

## **Terms and Conditions**

Updated Sept 3, 2020

### **Payment**

The price that you pay ranges from about \$150 to \$220 per tree. This price includes: a site consultation in your yard with an arborist; a 5 to 8 foot tall native deciduous tree OR a 2 to 4 foot tall native evergreen tree; mulch; a planting and care guide; delivery and planting (on a different date). Your payment represents roughly half the value of our services, and the rest is covered by our funding partners.

Full payment is due at the end of the consultation by cash, cheque, VISA, or Mastercard. If for any reason you decide not to purchase a tree at the time of the consultation, there is a \$75 charge for the consultation. The consultation is valid for the current planting season, so if you make the decision to purchase a tree following your consultation, the \$75 you have paid will be deducted from the cost of your order, provided there are no changes to the species or planting locations that were agreed to at the time of the consultation. Deferring your order to the subsequent planting season (spring or fall) is at the discretion of Reep Green Solutions. If an order is placed and then cancelled after the site visit is complete, we will keep \$75 for consultation fee + 25% of the cost of your order and refund you the rest.

We require 2 business days notice for change of appointment times or cancellation of site visits. Otherwise, a \$40 fee applies.

### **Responsibilities of Homeowner Prior to Planting**

Delivery and planting of trees will occur after March 31 for spring plantings or August 31 for fall plantings. Any work that needs to be done before planting as agreed upon at your site consultation **MUST** be completed before these dates. If work is not completed by these deadlines, your planting may have to be delayed and you may be subject to deferral/cancellation fees.

You must disclose, at the time of the consultation, the locations of all underground lighting (or other electrical) and irrigation lines that you are aware of on your property.

By agreeing to these terms and conditions you give Reep Green Solutions and/or its agents permission to request underground utility clearances for my yard (both upon receipt of your application and once again prior to the planting) to ensure there will be no conflicts at the time of planting. In addition, I understand that utility locate personnel may need to enter my yard at

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**Charity registration #: 81585 2348 RR0001**

their convenience in order to locate and mark underground utilities and understand and accept that Reep Green Solutions and its agents are not responsible for any property damage, injury or expense that you or other occupants or guests may incur as a result of this work.

Planting will happen throughout April-June for spring and September-November for fall. We do not book appointments or take scheduling requests for planting. You will be notified 2 business days in advance of the date of planting, but we cannot give you a time of day. You don't have to be home for the planting, but we will need full access to your yard at our convenience.

## **Warranty**

Reep Green Solutions guarantees that, with proper care, trees will produce leaves by the first July 15th after planting. Trees planted or delivered in spring (between April 1-June 30) - If your tree does not produce leaves by July 15th of that same year, you must contact us by that same date in order to be considered for a replacement. Trees/shrubs planted or delivered in fall (between Sept 1- Nov 30) - If your tree does not produce leaves by July 15th of the following year, you must contact us by that same date in order to be considered for a replacement. Reep will not consider replacing plants when concerns are received after this deadline, or when proper care, including twice-weekly watering, has not been provided. Animal damage, weather damage or other damage that occurs to your tree after planting is not covered.

## **Commitment to Care**

I agree to water my tree regularly for the first two years after planting. (This means two to three times a week with a hose on a very slow trickle for approximately 15 minutes with a soaker hose for an hour or with the equivalent of three full watering cans)

## **Minimum Site Requirements**

I acknowledge that trees will only be planted if the available space in my yard meets with the following conditions:

- 5 feet from property lines or fences
- 7 feet from hard surfaces (paving, interlocking, decks)
- 10 feet from buildings with foundations
- 20 feet from existing trees (or more depending on species), including trees in neighbouring yards
- 8 feet from stumps
- 5 feet from swales

- Medium trees require at least 15 x 15 feet of soft ground surface (free of paving, stone, interlocking, etc.). Large trees may require more. Small trees require at least 10 x 10 feet of soft ground surface

## **Consent to Use and Share Information**

This tree consultation and planting service is funded by partners with a shared desire to increase the urban tree canopy. In order to take part, you must consent to the collection of your personal information by Reep Green Solutions for reporting purposes, as well as to allow completion of the work. By affirming your consent you are agreeing to the use and sharing of this information with Reep Green Solutions and its partners and agents for the following purposes: delivery of services as agreed upon by the client, reporting on the program, sending follow-up surveys, analyzing data to improve the service for future clients, conducting studies, audits, evaluations or other verifications related to this program and for such other purposes lawfully permitted by privacy laws. In connection with my participation, I understand that Reep Green Solutions and/or its partners may contact me directly, including by email or phone, for the above purposes.