

THANK YOU FOR PURCHASING TREES AND PLANTS FROM OUR NURSERY!

Please follow this flow chart to ensure your job goes smoothly and there are no surprises for you or the planting companies.

- **\$100 Cancellation Fee-** Plantings/deliveries cancelled or rescheduled less than three business days (Monday-Friday) prior to planting/delivery date are subject to this fee. *Payable to the independent planting company doing the work.
- **Locates-** Required by law. These will be submitted **two weeks prior to your planting date.** Please see your invoice for this date. Locators have five to seven days (all day), sometimes longer, to complete the locate. Several different locators may come, on separate days, to mark your yard based on where you live. Please see the \$250 Locate Fee below for possible charges. If you have any questions or concerns, please contact the nursery. (719) 598-8733. *See box 4 on the back of this sheet for additional information.*
- **Flags-** **You will not receive a reminder to put these out.** Write the variety of each plant onto the provided white flags. Place the flag(s), **two weeks prior to your planting date,** in each tree/plant location to mark the areas for locates. Leave the flags there for the planting crews. If unsure where you want to plant use flags to mark multiple locations to ensure locates can be completed. *See box 5 on the back of this sheet for possible additional charges.*
- **\$250 Locate Fee-** Required by law. Initial locate is included with your planting. If flags are not in the planting locations and/or access is not open (i.e., locked gates and dogs) for **two weeks prior to your planting date,** the fee will be charged each time the locates have to be recalled. Otherwise, you have the option to call in the second locate and email the ticket # to the planting crew. Everyone must sign a liability waiver the day of the planting. *See box 4 on the back of this sheet for additional information.* *Payable to the independent planting company doing the work.
- **Notification Email-** Two weeks before your planting, the nursery will send out an email that will go over important locate information and steps to ensure your planting goes smoothly. Please read this and let us know if you have any questions or concerns. **The planting crew will not contact you.**

DO YOU HAVE...

Evergreen Trees 9' or taller?
Deciduous Trees 3" caliper or wider?

NO

Special Access Trees? Extra Charges will apply. *See box 2 on the back of this sheet for additional information.*

NO

Any areas that are 43" or under from the street to planting site? Any steps, retaining walls, window wells, A/C units, or steep slopes that will make access difficult?

NO

Any existing trees, shrubs, stumps, roots, etc. that need to be removed in order to plant your new trees/plants? **Did you have a tree/shrub ground out?** *See box 3 on the back of this sheet for additional information.*

NO

Email pictures from the street to the planting sites to the independent planting companies.

The planting companies will not reach out to you to request these.

YES

trees@FrontRangePlanting.com

Pictures ensure planters have access into your yard, and to provide a quote if a tree, shrub, stump, or root removal is required.

See box 1 on the back of this sheet for the information you need to include in your email.
Failure to send the requested pictures two weeks prior to your planting/delivery date may result in rescheduling your date and restocking/cancellation fees; see your invoice for those fees.

NOW JUST SIT BACK AND WAIT FOR YOUR PLANTING/DELIVERY DATE

- **Time windows are unfortunately impossible to give** as each job and planting site can vary widely due to access, digging conditions, removals, etc. Crews will notify you via text when they are approximately 30 minutes from your site.
- Payment for the planting/delivery is done at the time of service via Cash, Check, or Credit Card to the crew doing the work. These charges are **not and never have been payable at the nursery** and are always paid at the time of service. Refer to our in-store booklet or website for pricing information.

Thank you for your support and for taking the extra steps to ensure your Planting/Delivery of your new trees goes smoothly! If you have any questions, please contact our office at 719-598-8733. **All questions regarding tree care, watering, etc. should be directed to the nursery.**

For locations over 26 miles from the nursery or outside of El Paso County please ask for availability and a quote (may accrue extra fees due to the distance).

Zip codes that may or may not have additional travel fees due to their access and/or distance from the nursery.
80106, 80808, 80809, 80829, 80833, 80840, 80864, 80926, 80928, and 80930.

1 Emails with pictures of access from the street to the planting site(s) and/or removal(s) must be submitted to trees@FrontRangePlanting.com They must be received a minimum of **TWO WEEKS** prior to your planting/delivery date. The sooner the better. **The planting companies will not reach out to you to request these.** Failure to send the requested pictures may result in rescheduling your planting/delivery date, restocking fees, and/or higher labor rates due to overtime needed to add your job to the schedule.

Please include a copy/photo of your invoice in your email with the pictures.

An emailed copy of your receipt was sent to you at checkout.

Have white flags in place prior to taking the pictures so they can see where the plant(s) and/or removal(s) will be located.

2 **SPECIAL ACCESS TREES** (These are specially tagged in the nursery)

Pictures **MUST** be emailed to the planting crew of the access from the street to the planting sites for approval.

These trees require a full-size skid steer and at least 8' of access from the street to the planting site. Imagine they must drive a VW Beetle along the route. There will be an additional \$500 per day, per site, **in addition** to your planting costs for the use of the full-size skid loader that is required to handle these heavy trees.

See box 1 above for the email address and additional information.

3 **TREE/SHRUB/STUMP/ROOT REMOVAL**

This cost is **NOT included** in the published planting prices. This is unique to your job and the cost is simply based on the access, disposal cost, size of the tree/shrub, and the time it takes to do the removal. **If you had a tree/shrub ground out, the stump/rootball will still need to be removed in order to plant in that location.** Otherwise, a new planting site will need to be selected. All removals must be approved by the planting companies by submitting pictures of the access to the area and the dead tree/shrub that needs to be removed. The cost quoted for removal(s) are **in addition** to any planting/delivery prices. Any removals that are not disclosed at least two weeks prior to your planting date will be charged at 2x the normal rate on the planting date to cover the overtime labor. Returned trees that are not able to be planted will be subject to a 10% restocking fee. We are unable to schedule accurately if we are not informed on what we are removing. *See box 1 above for the email address and additional information.*

4 **UTILITY LOCATES (COLORADO 811) *REQUIRED BY LAW***

Colorado 811 Law requires locates to be called prior to any digging. Even if there was an existing tree/shrub or we had planted in that location before. Locators have five to seven days (all day), sometimes longer, to complete the locate. Several different locators may come, on separate days, to mark your yard based on where you live. Locators usually do not work weekends/holidays. Any questions or concerns, please call the nursery (719) 598-8733.

- Place the white flags provided by the nursery in each location where your tree(s)/shrub(s) will be planted.
- Leave gates unlocked and pets indoors for a minimum of five to seven days, two weeks prior to your planting date. Utility locators do not differentiate between large and small, or friendly and unfriendly pets. Failure to give access to your yard and utility boxes/meters may result in postponed utility locates and having to reschedule your planting/delivery date. A \$250 fee will be charged for every recall required.
- Colorado 811 does not mark private lines such as; irrigation, electric dog fence, electric service to outbuildings, wells, septic systems, ALL sewer systems, gas lines to outdoor fire pits, landscape lighting, etc. You are responsible for any damage that may occur to these lines as a result of damage caused by planting. It is not the responsibility of the planting companies. **The planting companies will have a release waiver for you to sign when they arrive at your site, and prior to any work being done.** Repairs to these lines are not included in the planting price. You may have a private locate done at your expense. Pricing varies based on address and the scope of the work. We recommend All Phase Locating Inc. (719) 393-5500.

5 **ADDITIONAL CHARGES** Items that may cause additional charges. Let us know if you have any questions.

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| ➤ Any Obstacles (i.e. steps, retaining walls, gates, window wells, AC units, etc.) | ➤ Staking Pre-Existing Trees |
| ➤ Removal of Pet Waste or Obstructions in Access Route and Planting Sites | ➤ Removing Stakes on Existing Trees |
| ➤ Tree, Stump, & Root Removal | ➤ Moving Boulders |
| ➤ Basket Removal- Old Baskets from Previously Planted Trees Left in the Hole | ➤ Excessive Dirt- More Than One Wheelbarrow Per Tree |
| | ➤ Excessive Rock or Mulch- Over 3" Deep |
| | ➤ Rock 2" or Larger (i.e., Cobble Stone/ Rip Rap) |