



Green Things

Delivery & Installation Questionnaire

- The customer understands that the driver and/or Green Things workers are not allowed to perform work beyond that defined in advance of delivery. The delivery driver must adhere to the assigned schedule.
- If the delivery driver arrives at the property and unexpected or exceptional circumstances or impediments exist, the customer's delivery may be rescheduled to allow for sufficient time and/or use of proper equipment. In case of rescheduling, the customer will be charged another delivery fee and any other charges to properly accommodate for delivery of merchandise.
- Green Things is not liable for damage to property occurring during delivery or related work.
- The customer has read and understands Green Things' Delivery, Planting, and Store Policies.
- Customers **MUST** be on-site to receive and sign, for deliveries. If a delivery is scheduled and the customer is not available, the driver will return to Green Things with the merchandise. An additional delivery fee **MUST** be paid if the customer wishes to reschedule their delivery.
- **FOR INSTALLATIONS:** Customer **MUST** call Arizona 811 (Call before you dig), prior to Green Things scheduled installation date. If the area is not marked, Green Things reserves the right to refuse installation at that time. Customer may reschedule for an additional delivery/trip charge.
- **Transplants and repots must be approved prior to delivery/installation.**
- If a delivery is scheduled, the customer will be contacted the day prior to their scheduled delivery time. If we do not speak to the customer and/or they do not return our call within the day prior to the scheduled delivery, then the delivery will be cancelled, and the customer **MUST** call the store to reschedule a new delivery date/time.

I have read and fully understand the policies above. _____ (Initial)

Customer must answer the following questions in advance of delivery/planting/potting:

- Please provide a gate code if applicable: _____
- Will the driver or laborers be asked to enter the customer's home?
- Is there a request to move or remove any other item(s) at time of delivery? (furniture, existing pots or related items) If so, please specify the dimensions and approximate weight of item(s). This must be approved beforehand and additional charges may apply.
- Describe distance and ground surface type between where the truck will park, and any impediments. (stairs, steps, curbs, fences, narrow gates, walls, gravel). If there is a gate, describe the type and width. Is there any reason a dolly cannot be used to transport plants or merchandise to the delivery location?
- Is there a request to remove/transplant existing plants? Specify dimensions/age of existing plants. If there was an existing tree, what is left over to be removed? This must be approved prior to delivery/installation and additional charges may apply. **We do not remove stumps/large roots.**
- For planting, is the area to be planted free of existing roots? Is the soil excessively rocky or have caliche?
- Is the area to be planted on a steep slope or other non-level type of area?
- Will the plant material be planted in a new pot, existing pot, or in the ground?
- Is the plant material going to be planted using new or existing soil? Please circle. New Existing
- **If the plant material is being planted in-ground, do you want additional soil amendment?**

Customer must answer the following questions in advance of installations.

- Is there existing irrigation present? Is any of the equipment working? Is the material poly or PVC?

We do not install, maintain, or repair irrigation work.

My signature below indicates that I have read and understand the policies above, and all questions are answered truthfully with full disclosure.

_____ Date: _____
Signature/Printed Name