

### Steps for Warranty/Replacement Orders

1. An inspection report must be completed for all replacements giving a brief description In the instruction field of why plants need to be replaced. You will need to go out and look at the plants or get pictures to show plants needing to be replaced. Do not commit to doing a replacement unless you have prior approval.
2. Any special agreements to replace plants for any reason must be documented in writing and signed off on the work order by Mark, Cory or Eric.
3. You must have attached the original copy of the completed work order from Eric's competed file cabinet to your inspection report with the original job plan with the items highlighted on the plan to be warrantied.
4. Turn in your inspection report to the top of the gray Landscape Jobs file slot in Eric's office.
5. Eric, Mark or Cory must approve first. When you get confirmation on the warranty replacement you must tag and pull all plants and create warranty replacement order and give to Eric so the replacement can be scheduled.
6. Orders that have any type of discount or different payment agreements most likely have voided any warranty.
7. Labor to plant Perennials replaced during the first growing season must be added to replacement order or you may have customer plant them themselves.
8. Travel/Delivery fees are not covered under the warranty and must be added even if they were missed or discounted on the first order.
9. Refer to The Mustard Seed Warranty or ask someone if you have questions about if something is warrantied.
10. If the above is not followed, The Mustard Seed may choose, at our discretion, to do the replacements as a customer service gesture and deduct the cost from designer's future commissions or monies owed designer.

X \_\_\_\_\_  
Signature

\_\_\_\_\_  
Date