



Harder and Sons strives to provide a high standard of installation and service. In the unfortunate situation that something goes wrong, we have the following as a guideline for warranty and service.

Warranty Details

Stone Patios and Pathways

- 1) All patios are covered against any major shifting or settling for 2 years, it is the intention during construction to expect up to 1" of settlement over the patio life.
- 2) Patios can sink if water is continuously dripping on it in the same place. Harder and Sons is not responsible for this type of damage due to neglect, but we can restore it on a quotation basis.
- 3) If polymer sand is used in the patios, Harder and Sons is not responsible for any 'staining' that may be a result of the application, some product is slightly defective and can cause a 'greying' of the stones.
- 4) Every year it is a good idea to sweep sand into patios where the sand has settled. Ask us to leave some extra polymer sand which is easily applied, or call us to apply it for you, free of charge for the first 2 years.
- 5) Shifting caused from aggressive roots is not under warranty. Every effort during the installation process is given to ensure that roots are removed from the base area, however due to the nature and potential of aggressive species of some shrubs and trees, it is impossible to understand what is growing under the surface of the property. These risks will be identified to the home-owner and discussed prior to the installation.

Retaining Walls and Stairs

- 1) All retaining walls less than 2 feet are covered against any major heaving or sinking for 2 years.
- 2) Structural retaining walls over 2 feet are covered for 5 years.
- 3) Harder and Sons builds drainage and structural tie-backs into all major walls to prevent heaving and shifting. Water drainage is analyzed to ensure that potential water is draining through proper drainage pipes or directed away from the wall area. Once the wall is constructed, if the customer chooses to change or manipulate circumstances, which creates excessive amounts of water behind the wall, the warranty is null and void.
- 4) Stack stone is only recommended as a decorative wall product and Harder and Sons cannot be responsible for any walls constructed with stack stone that are supporting significant mass (mounded beds or patios) and / or are over 18" in height.

- 5) Harder and Sons is not responsible for weathering in natural rock. Some rocks are more susceptible to weather disintegration and exposure than others. Harder and Sons will advise the customer of these elements.
- 6) The use of mortar is sometimes requested for stack stone walls, or flagstone patios. Due to the varying nature of the rock, mortar work is not warranted.

Woodwork – Decks, Fences, Privacy Lattice, Arbors and Pergolas

- 1) All woodwork is covered from any major structural defects for 2 years.
- 2) All wood dries once it is installed. 99% of the time there are no problems, however sometimes the wood can twist and crack. Harder and Sons is not responsible for this naturally occurring phenomenon. If some of the wood does dry poorly, call us and we will usually provide 1 complimentary warranty call to replace the affected pieces.
- 3) All wood products weather naturally – pressure treated / composites will fade and cedar will silver, Harder and Sons is not responsible for the regular maintenance or stain life after construction.
- 4) Harder and Sons is not responsible for the natural decomposition process of wood.

Irrigation

- 1) All parts and labor have a 2-year warranty.
- 2) The irrigation system must be blown out before the first freeze in the fall.
- 3) All zones must be shut off for the winter.
- 4) The water main must be turned off for the winter.
- 5) The system must be started in the spring and all heads and drip lines must be checked for alignment.
- 6) Harder and Sons is not responsible for broken or damaged lines due to abuse including trampling, punctures, damage from motorized vehicles and equipment.

Mulch

- 1) Mulch biodegrades every year. You must add new mulch every second year due to this process.
- 2) Call us anytime and we can freshen up your gardens.

Low Maintenance Areas – Weeds

- 1) Weed barrier and borders are not a permanent solution for weeds. It only REDUCES the presence of weeds. You must ensure no one is ripping or digging in the barrier.
- 2) In order for the weed barrier (4.5 oz fabric) to be effective, any organic matter on top of the barrier must be removed, as weeds will grow in

- organic matter on top of an effective barrier if not properly maintained.
- 3) A regime of weed control products or manual weeding is the only way to prevent weeds. Please read the weed control products instructions before application.
 - 4) When a maintenance free area is being planned in a previously weed infested area, or bordering a weedy area the homeowner should do their best to eliminate the worst of the weeds prior to construction in order to ensure the best chance of weed elimination.
 - 5) When weeds compromise a root ball of a shrub or perennial it is often cheaper and more effective to remove/ replace the shrub.
 - 6) There is no permanent solution to weeds

Harder and Sons does not provide a complimentary warranty on greenery

Sod Care Instructions

- 1) *Sod Care Instructions:* Your new sod will take 3-5 weeks to establish before you can cut it. You must water the sod 2 times a day for the first 2 weeks for 15 minutes each time. If it is drying out, increase the duration. **YOU CANNOT WALK ON WET SOD!** You'll create 'sinking footsteps'. After 2 weeks, water every day for an additional 4 weeks.
- 2) The first cut should be no shorter than 3 inches.
- 3) Once the sod is being cut, water every second day for 15 minutes. Cut on a higher lawn mower setting for the first summer, to prevent burning. Fertilize at the end of the summer. You should cut your lawn once per week and cut it at about 3 inches.
- 4) Mushrooms – If you notice mushrooms starting to grow it is likely due to over watering, you will still have to water the edges and dry spots, but avoid over-watering. Mushrooms = over-watering, or potential drainage issues.
- 5) Browning – If there is minor browning in certain areas, continue to water heavily once the grass is rooted and healthy the green will take over. This will primarily occur where the lawn butts up directly against trees, cement, houses, and buildings.

If the odd piece of sod doesn't take, or if browning continues, give us a call and we can inspect and repair the impacted areas.

Shrubs, Perennials and Trees

- 1) Due to the variable conditions of the Canadian climate, and our inability to insure that planted greenery gets the proper care Harder and Sons will not provide a warranty on any plants or trees. Warranty can be purchased for an additional 30% of the value of the plant. Warranty does not include delivery and installation.

- 2) *Shrubs, Perennials, and Trees Instructions:* Your new shrubs, perennials and trees will take 2-4 weeks to establish roots and a healthy growth pattern. You must water the shrubs and perennials once per day for the first 2 weeks, 1 gallon of water per shrub and 1 liter per perennial. If they are drying out, increase the amount. After 2 weeks water every second day for the remainder of the summer. In the fall cut back the perennials and prune the shrubs. Fertilize in the spring with a shrub or perennial fertilizer. A certified arborist must prune your trees every second year.
- 3) Note – Over-watering is the #1 cause of Tree Death, especially during the first month after planting.
- 4) One can purchase special watering bags that slowly release water to trees. It is suggested these be purchased to ensure the proper water amount for your new tree.

Terms and Conditions

- 1) All warranty issues must be submitted to Harder and Sons through our Warranty Request Form page, outlining the problem, with pictures and the desired solution
- 2) Repairs will extend to the cost of the impacted area.
- 3) Harder and Sons won't be held responsible for damage caused to landscapes by acts of nature or 3rd party damage. All landscapes are constructed to endure typical conditions, but can't be expected to withstand extreme snow, flooding, tornados, fire or damage caused by others.
- 4) Harder and Sons won't be held responsible for damage to underground sprinklers or lighting that are not properly marked.
- 5) Harder and Sons will provide a maximum of 2 complimentary warranty calls pertaining to the same issue during the 2 years.