



GENERAL TERMS AND CONDITIONS

- 1.) A down payment of 20% is required when booking your job for scheduling. The balance will be due upon completion of work. Payment is accepted by Check, Cash, or Debit/Credit. Please note a 3% fee will be added to all credit card transactions. Installation time slots are very important to all of our clients. Down payments are non-refundable. If you need to move your job to a later time frame Rock Solid Curbs will always apply your down payment to your job.
- 2.) Sprinkler heads and cable wires must be clearly marked. Rock Solid Curbs is not responsible for damage to unmarked sprinkler heads, cable wire, shallow electrical wiring, dog fences, or any other wires or items that are not clearly marked by the homeowner.
- 3.) The preservation of existing edging must be identified on the agreement. Rock Solid Curbs is not responsible for loss of existing edging products if not indicated by homeowner on the agreement or verbal communication to our Crew Leader at time of removal. If you would like to keep your old edging, simply let us know and we will be happy to place it where you want.
- 4.) If installation will be governed by property lines, those lines must be clearly marked. Rock Solid Curbs is not responsible for the replacement of edging that has crossed property lines without clear indication of property boundaries.
- 5.) Our team works very hard to clean up after installation of your new edging. There may be a small amount of Slag or "crumbs" along the front side of your curb that will become noticeable after it dries. Our team picks up everything we can without damaging your curb and the small amount that may remain can easily be picked up or crushed into dust by stepping on it once the curb is dry. Remaining slag on the backside will be covered up when you pull back your mulch or stone. You may also fill in the remaining trench on the front side of the curb with a little topsoil and seed or let the grass grow back naturally over time. Our crews will also need to rinse off their equipment and typically pick a spot in a grassy area on the property to do so. Some minor sand or color may remain after rinsing. Please note: Red and Orange colors stain grassy areas but with time and rain this area will grow back. The area may also need some light raking after drying.
- 6.) Newly installed concrete is susceptible to damage during the first 3 Days. Please wait at least 3 days before working around your curbing with shovels, rakes, tools, etc. If you cut your grass or have a service that cuts it for you please inform them to stay away from the edging. Also, if you have any sprinklers be sure to turn them off for the next 3 days and please take care to keep pets, children, and guests away from the curb during this time.



Damage to edging due to unexpected weather too soon after installation will be repaired at no charge within a reasonable time frame for the homeowner. All other damage to edging or issues not covered under warranty will require a scheduled repair at an additional charge.

When running over curb with a wheelbarrow full of rocks it is recommended that you place a board or ramp over the curb to disperse some of the weight to avoid potential damage.

If you notice some differences in color or splotchy areas for the first 1-3 weeks this is normal as some areas will cure out faster than others due to temperatures and shade vs sunlight areas. Your color will even out once it is fully cured which may take up to 30 days.

7.) Weather conditions may effect your scheduled installation date. Please be patient with us as we have no control over the weather.

8.) Rock Solid Curbs does not have a pointless warranty with pages of fine print. Great customer service has no warranty term. We will make every attempt to ensure all our customers are satisfied with our products and services and they are performing to industry standards.. Damage caused by weather, acts of god, improper care, lawn mower/vehicle impacts, snow plows, tree roots that cause edging to heave or shift or minor hairline cracks outside of the control joints per industry standard are not covered by our workmanship warranty. But that doesn't mean we aren't here to help should one of those unfortunate things occur. If any concerns or issues develop with your curbing simply call us and our team is happy to help!