

## **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. Rock Solid curbs has the sole discretion on the decision of refunds.
- 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 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 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.) Cleanup - Rock Solid Curbs will clean up areas around the jobsite after installation. As part of the installation process some concrete along the edge of the curbing on the front or back side may be left. Although this should be minimal we clean up everything we can without damaging your newly installed curbing. Most of what is left behind can be easily picked up or crushed with your foot and will become a powdery material. Our crews will also need to rinse off their equipment and typically picks a spot in a grassy area on the property to do so. Some 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.
- 6.) Newly installed concrete is susceptible to damage during the first 48 hours. Damage to edging due to weather 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.
- 7.) Weather conditions may effect scheduled installation date.
- 8.) Rock Solid Curbs does not have a pointless warranty with a bunch 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, vehicles, snow plows, tree roots that cause edging to heave or shift are not covered by our workmanship warranty. Concrete curbing like any other type of concrete can and will crack. We try to control the cracking with specifically placed control joints ever 18" – 24". We also install steel reinforcement cable, fiber mesh, and other additives in our concrete to minimize shrinkage and help in the prevention of cracks. We care about your curbing which is why we use only the best materials available in the industry!  
PHONE: 262-483-(CURB) WEBSITE: [www.RockSolidCurbs.com](http://www.RockSolidCurbs.com)

### **HOW TO CARE FOR YOUR NEW EDGING**

Congratulations on your new concrete landscape edging and thank you for choosing Rock Solid Curbs. Below is some general information about your newly installed landscape edging:  
**CURING** Your edging will be dry to the touch within 2 hours. Your edging can be damaged if you bump it within the first 24-48 hours. Please take care to make sure pets, children, and guests do not step on your edging. You may begin landscape work around your curb after 48 hours but take care when using shovels around curbing. 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 damage. Concrete is considered fully cured after 30 days. Your curbing may look "splotchy" for a few days while curing. This is normal and will go away as the concrete cures. **SEALING** Your edging is sealed at the time of installation. We use a special curing sealer product that will last about 12-18 months. We recommend you reseal your edging every 18 months to 2 years. It should be sealed with a solvent based concrete sealer. Rock Solid Curbs offers resealing services and you can contact us for a free estimate at 262-483-2872.

**EFFLORESCENCE OR COLOR FADING** The curing sealer which we apply during installation immediately provides protection for your edging. Calcium carbonate deposits may form on the surface of the edging due to a natural reaction between carbon dioxide and the free lime in cement often referred to as efflorescence. Efflorescence can make edging appear faded. While this can be cleaned off we feel it is better to prevent the initial buildup. Our curing sealer will appear glossy at first but will result in a semigloss finish. To maintain a more shiny appearance, a high gloss solvent based sealer can be applied after 30 days. Your concrete edging will give you years of enjoyment with little care. It is important to understand that while extremely durable, your edging is not indestructible. Running over your edging with a vehicle or other heavy items could cause it to crack. Tree roots may also cause your edging to crack over time. We take many precautions to help minimize cracking and install control joints so that any cracking hopefully occurs within these control joints. Due to the quality of our materials and installation process we experience very little cracking outside of the control joints with our product.