



Outdoor Living Spaces Information, Maintenance and Warranty

Outdoor Living Spaces Information:

- EP Henry provides their own separate warranty of their products: caps, paver units, bullnose coping, edger units, etc.
- The responsibility for obtaining these warranties from the manufacturer is solely that of the homeowner.
 - <https://ephenry.com/register-for-warranty/>
- If a permit is required by the local municipality it is the responsibility of the client to obtain all necessary documents and to supply the payments for said permits.
 - P&M Lawn and Landscaping is not responsible for any costs associated with permits and/ or their acquisition.
 - P&M Lawn and Landscaping will supply the client with any layouts, dimensions and/ or a detail sheet necessary to obtain the permit.
- Natural materials are used in the manufacturing of paving stones. Variations and shadings can be expected in the color of the paving stones.
- P&M Lawn and Landscaping will call for utility mark-outs which will be performed by Miss. Utility (811) prior to construction.
 - P&M Lawn and Landscaping is not responsible for any damage to utility lines due to inaccurate mark-outs.
- P&M Lawn and Landscaping is not responsible for the additional cost of excavating, removing, or disposing of any unforeseen obstructions encountered during excavation that are not visible to the naked eye.
 - Possible obstructions encountered during the excavation include but are not limited to, sprinkler heads, valve boxes, electrical wiring, septic tanks, stumps, wooden ties, trash, concrete, large roots from trees, etc.
- P&M Lawn and Landscaping is not responsible for any damages that occur due to equipment and materials that are stored at the homeowner's property.
 - Cracks, chips, tire marks, discoloration, etc.
- P&M Lawn and Landscaping reserves the right to make minor construction improvements and changes as needed to efficiently complete the job. The cost of these improvements will be the responsibility of the homeowner.
 - No alterations to the agreed upon contract or design will be adjusted without prior notification.

- P&M Lawn and Landscaping is not responsible for damage caused by pre-existing conditions.
 - Circumstances including but not limited to leaking or bursting water lines, fire, vehicular accidents, excessive flooding, excessive freezing, ect.
- All slopes will force surface water away from the dwelling foundation. Slopes may vary depending on grade & existing structures.
 - Average minimum slope of the paver surface is 1/4" for every four linear feet.
- P&M Lawn and Landscaping is not responsible for color or texture difference between new hardscape materials to old hardscape material.
 - We cannot guarantee that a particular product will not be discontinued or responsible for matching existing hardscape products.
 - Efflorescence is a naturally occurring process in all concrete products that sometimes appears in the form of a white powdery film on the pavement surface. It does not compromise in any way the structural integrity or functionality of the product.
- P&M Lawn and Landscaping will complete the work within a reasonable time but will not be held responsible for delays beyond the control of the contractor.
- Additional work requested beyond the specifications of the original contract will be outlined in writing on a separate estimate and invoice.

Outdoor Living Spaces Maintenance Instructions:

- Clean your pavers regularly by hosing your patio down or sweep it to remove excess dirt and debris.
- For a more thorough clean, try a pressure washer, but avoid targeting the joints with a strong spray as this can disrupt the sand.
- If you notice any spots or stains, remove them as soon as you can, water, soap, and a scrubbing brush will usually do the trick.
- Do not over salt in the winter, you might be tempted to throw mounds of salt on your patio as well as your sidewalk and driveway. However, excess salt can cause degradation.
- Only use as much salt as you need and sweep it off your paver patio when the snow melts.
- Get rid of emerging weeds before they have time to settle in between the pavers by simply pulling them out with your hands

Outdoor Living Spaces Warranty:

P&M Lawn and Landscaping provides a three (3) year warranty on outdoor living spaces. We offer a one-time call back on installations to address any issues. This warranty is subject to the payment of the original invoice being made within the terms of sale and the account must be current.

To qualify for replacement all of the following must be true.

1. The original client must be the one making the claim. The warranty is non transferrable.
2. White substance on paver stones (efflorescence) is a result of a naturally occurring process and is not a defect therefore will not be covered.
3. This warranty does not cover chipped or scratched blocks or caps due to clients' use of retaining walls or patio.
4. This warranty does not cover maintenance to paver patio such as, but not limited, to cleaning pavers due to efflorescence, mildew or re-applying polymeric sand to paver joints.
5. This warranty shall be void and will not apply to any materials which were originally installed by P&M Lawn and Landscaping then subsequently repaired, adjusted or modified by an individual or an entity other than P&M Lawn and Landscaping.
6. Claims must be submitted in writing either via mail or email format and accompanied by at least three photos of the problem area(s).
7. Once P&M Lawn and Landscaping has been notified by a client, we ask for ten days to arrange a time to have the issue assessed by our company and come up with a solution in writing for the client to agree to and then it can be scheduled within thirty days to be addressed.