



Sierra's Lifetime Pledge of Support

At Sierra, we want you to have the same confidence in your investment that we have in our craftsmanship. We are proud to stand by our work and provide only the best products and standards for our clients, and because of this, all our products come with our pledge of lifetime support. If any of our products ever has an issue, we want to know about it so that we can work with you to find a resolution and restore your satisfaction in our product. This pledge of lifetime support comes with the following stipulations:

- Plant material provided and installed by Sierra carries a one-year replacement guarantee in the event of the complete death of the plant, provided the plant has been properly cared for and maintained per Sierra's instructions.
- Hardscaping provided and installed by Sierra is guaranteed to be free from defects in workmanship for the life of the product. All materials provided by Sierra will also carry manufacturers' warranties where applicable.
- All labor services provided by Sierra are guaranteed to meet or exceed reasonable customer expectations. All materials have a useable lifespan and reasonable expectations should be set for each material. All products and services should be reasonably cared for by the client, and should not be neglected, misused, abused, modified, or altered in any way unless authorized by Sierra. Sierra shall not be responsible for acts of God; weather; damage by others, animals, or insects; or issues resulting from prior conditions existing and not made known to Sierra prior to contracting.
- All remedies are limited to replacement or repair at Sierra's discretion. Under no circumstances shall monetary compensation be provided or expected.