



BALLARD ENTERPRISES | Warranty Policy

General Warranty Conditions

- Warranty coverage is contingent upon all work performed by Ballard Enterprises either being paid in full or remaining in good standing under an approved payment plan.
- Plant warranties are conditioned upon the customer following the Ballard Enterprises Post Installation Care instructions provided at the time of installation. Failure to provide proper care and maintenance may void this warranty.
- To initiate a warranty claim, customers must complete the Ballard Enterprises Warranty Request Form and submit a video of the affected tree(s) or shrub(s). A Ballard Enterprises arborist will review the submission and determine whether an on-site inspection is necessary prior to approving any warranty claim. If you are unable to provide a video, please contact our office and we will work with you to arrange an alternative method of evaluation.
- Unless otherwise stated, plant warranties provide for one (1) replacement only.

Perennial Shrubs and Trees

Trees and shrubs purchased from and installed by Ballard Enterprises are warranted for six (6) months from the date of installation. During this period, Ballard Enterprises will provide one (1) replacement for any covered tree or shrub that fails, subject to the General Warranty Conditions above.

Warranty Extension: The warranty period is extended to twelve (12) months when Tree Diapers are purchased from and installed by Ballard Enterprises concurrently with the plant installation.

Not Covered: Damage or loss resulting from pests, insect infestation, disease, abnormal weather, flooding, wind, drought, natural disasters, vandalism, animal damage, mechanical damage, or other conditions beyond Ballard Enterprises' control.

Hardscape Warranty

Hardscape installations using materials supplied by Ballard Enterprises are warranted for one (1) year. Ballard Enterprises will repair defects in workmanship occurring during the warranty period. Manufacturer defects remain subject to the applicable manufacturer's warranty. Damage from settlement of existing structures or subgrades, misuse, abuse, vehicle traffic, vandalism, animal activity, acts of nature, or other conditions beyond Ballard Enterprises' control is excluded. Exact color matches are not guaranteed.

Annuals, Perennial Flowers, Grass Seed, Hydroseed & Sod

These products are installed in accordance with accepted industry standards using quality materials. Due to the maintenance required following installation, no post-installation warranty is provided.

Bulk & Retail Products

Bulk and retail products are sold as-is and carry no warranty. Delivery fees are non-refundable. Ownership and responsibility transfer once material has been unloaded from the Ballard Enterprises delivery vehicle.

Ballard Enterprises
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