

**Concrete Solutions** LLC  
**Surface Pro**™  
**Customer Agreement**

**Please follow the guidelines below for your Curbing & Landscape Project Installations**

1. After each installation, the Surface Pro™ installation supervisor will walk the entire job with the owner or owner's representation to ensure customer satisfaction. In the event no one is available the landscape curbing we just installed is photographed and documented. It is critical that pets, children, lawn care workers, neighbors etc, and objects are kept away from the curb for at least 24 hours. Under no circumstance is Surface Pro responsible for any damage however so caused after our completion and departure. It will be "hard" to the touch at this point, but will still need a few days to get hard internally. Any damage to the curb prior to full cure is not covered under warranty. If curbing is damaged we will come back and make necessary repairs. If the repairs are not covered under warranty, there will be a **minimum \$500** repair and mobilization charge. This is **not** a profit center for our company and we would much prefer that damage is avoided.
2. Sod laying, sprinkler work, and landscape work can be started 48 hours after installation; however caution must be taken as shovels, picks, and wheelbarrows can damage the curb while it is fully curing. If you have a landscape contractor working for you, caution them about protecting the curb from damage. Never allow a garden tractor or a vehicle to run over the curb.
3. Concrete curbing takes 14-28 days to fully cure and sometimes longer depending on site conditions. You will notice the color of the edging changing during the curing process. Don't worry; this typical and normal and it will achieve its final color when curing is complete. Colored curbing may look, "splotchy," while it is curing. This also will go away as it cures and is not to be confused with efflorescence. Surface Pro™ recommends against the installation of Linear Curbing (Straight Lines) as there are many limitations beyond our control and equipment as many site conditions can result in major imperfections in final product. No Claim of Warranty or Unsatisfaction can or will be accepted if customer decides to proceed with install of Linear Curbing.
4. The color of your curb is a close representation of our color chart and will not be a perfect match. Many conditions can alter or adversely affect the color of your finished curbing project. **No color claims will be accepted as there are many variables beyond our control.** Sprinklers are to be turned off 2 days prior to and 2 days after installation. Excess job site moisture will adversely affect the color of your finished curbing project and is not covered under warranty. Tell tale signs including washed out color, blotchy color and /or abnormally light or dark areas are a direct result of excess moisture at the jobsite. **Colored concrete must be sealed to achieve the most accurate intended color.**
5. Cracking- **Concrete curbing like any other type of concrete can and will crack.** We try and control the cracking with expansion joints every few feet. We also use galvanized steel reinforcement cable, fiber mesh and other additives to minimize shrinkage, which produces cracks. We experience very little cracking in our products, however, if it should **heave or buckle** in a hairline crack under the warranty period, we will replace it at no charge. However repairs can be difficult to make in colored and stamped concrete. **It is impossible to get a perfect color match.** Sometimes, "the cure is worse than the ill." A hairline crack is much less noticeable than a patch or discoloration in the curbing.
6. Coverage by Curbing or Damage to Sprinkler Heads & Lines, Telephone and Electrical Wires, Cable TV, Pipes or other buried items by our equipment or personnel is **not the responsibility of Surface Pro™.** Unfortunately we have no idea where some of these listed are concealed or shallow buried. For the safety of our team and the preservation of your property please locate and indicate any such listed.
7. Decorative Stone and Rocks **can and will vary in size.** These are natural stones and the size is **beyond our control.** The sample shown is a close representation but not guaranteed.
8. Weed Barrier will help slow the growth of grass or weeds in landscape beds. **The barrier will not eliminate weeds completely** but will noticeably help with maintaining clean beds. Routine spraying of weedkiller is recommended to prevent and slow growth. Surface Pro is not responsible for weeds that grow above or below the barrier.

Surface Pro™ has a **3 year limited workmanship warranty.** All installations receive our **Lifetime customer service warranty**, in that if you ever have questions about your curbing or installations, please call us.  
Your lifetime satisfaction is important to us.

Thank you for choosing Surface Pro™. We know that you will enjoy our products for years to come.

**If you have any questions, please call us at: (239) 896-4885**

**Signing of this Agreement Constitutes Customers Acceptance of Product and Satisfactory Installation with Job Completed in Full**

**Customer Signature** X \_\_\_\_\_

**Surface Pro™ Representative Signature** X \_\_\_\_\_