

North Carolina Turf Care



(919) 554-9645

PO Box 447, Wake Forest, NC 27588

Client Information Packet

Landscape / Hardscape Services

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Our Process:

What To Expect As Our Valued Client

1. The process starts once you have completed our Interest Form or called our office.
2. Upon review of the Interest Form, a North Carolina Turf Care Representative will contact you to schedule a consultation. You can expect to be contacted within 2 business days.
3. Our Consultation & Design Package fee is \$200.00. Should you choose NCTC to install, the fee will be taken off your quote total. If you already have a design, your package fee will be priced accordingly. Page 3 of this document outlines what you will receive for the fee. There are additional services available to add on to your Package- these services will not be applied to the quote total.
4. NCTC Representative will meet you at your site to discuss general project elements and layout. We will provide you with product sample book(s).
5. NCTC Representative will send your quote and design via email based on your discussions during your consultation. You can expect to receive these items within 7-10 business days after your consultation.
6. Once you have decided on NC Turf Care for your installation needs, you **must click the approve button** found on the quote. Please then submit a \$2,000 deposit to our Billing Department by calling (919) 554-9645. After the quote is approved and deposit made, you will be added to our Installation List, securing your spot.
7. Physical material samples can be provided to you upon request (if applicable). After confirmation of the material choice, a NCTC Representative will order the material(s).
8. NCTC Representative will communicate your approximate install date to you. Please note weather, holidays, product deliveries, and other delays do arise during projects. The timeframe given to you is subject to change.
9. Approximately 1-2 weeks prior to your installation, our office will contact you for 50% of the remaining balance.
10. When hardscaping is involved, you and your NCTC Representative will meet the morning of installation to walk the site and confirm all final details before breaking ground.
11. Installation begins. We encourage you to communicate with your NCTC Representative (and not the crews on your property) regarding any concerns, adjustments, etc. throughout the installation process.
12. Installation is complete and a NCTC Representative will conduct a final walkthrough. This is a great time to address any final questions or concerns. At the walkthrough, the NCTC Representative will collect the remaining balance.



Consultation & Design Package
\$200.00

Service	Cost
On site consultation with NC Turf Care Representative - up to 1 hour. The customer's consultation will include design ideas, advice of material selections, general question answers, and a field analysis from the NC Turf Care Representative.	Included
Black and white design plan and installation quote sent to the customer's email within 7-10 business days after the consultation.	Included
1 round of revisions to the quote and an updated design plan.	Included
Should the customer choose NC Turf Care to install, the customer will receive an on site meeting the morning of installation for a final walkthrough prior to breaking ground.	Included
Communication with NC Turf Care Representative throughout the project as necessary.	Included
Each additional round of revisions to the quote.	+\$75.00
Each additional round of updates to the design plan.	+\$75.00
Upgrade to the 3D design plan with virtual rendering.	+\$1,000.00
Each additional on site consultation (between initial consultation and install date) - up to 1 hour.	+\$75.00
Added to your package total should a consultation go over the allotted 1 hour.	+\$50.00

Should the client choose NC Turf Care for the installation of their project, the Package fee is applied to their quote. Add ons are not eligible to be applied to the quote.

To schedule your consultation, contact our office at (919) 554-9645 Option 4.



Frequently Asked Questions

Can I see installations from your past clients?	Absolutely! We're proud of our work and love showing it off. See our growing portfolio at ncturfcare.com/portfolio
Where does the consultation take place? What should I expect?	At the location to be serviced. You can expect to meet with our Representative to discuss general ideas and layouts, after he/she will take photos/measurements of your property.
How do I pay for the consultation and design plan package?	Call our office at (919) 554-9645 and provide a credit card. This must be paid at time of booking.
What does a round of revisions include?	1 round of revisions includes as many changes as necessary, communicated at one time. The most efficient way to communicate a round of revisions to your designer is by email.
Is it worth the extra money to get a 3D design plan and virtual rendering?	To some yes, to others no. We do highly recommend a 3D design upgrade to customers who typically have trouble envisioning 2D designs in real life, or to customers looking for a unique keepsake of their project process.
How far out are you booking consultations and installations?	Generally we book consultations 1-2 weeks out. Installations typically take place anywhere from 2-6 months after the approval of the quote. Both of these time frames vary based on demand and season.
How will I know my installation date after approval of the quote?	During initial communication with your NC Turf Care Representative, you will be given a rough start date. Example: "End of January". Our office will contact you again approximately 1-2 weeks prior to your installation. A few days later our office will communicate the exact day of the week.

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Contacts

We strive to provide the best possible customer service. Please direct your questions accordingly for fastest response time. Thank you!

Office Hours: Monday - Friday 8:00am - 4:00pm

Package Questions / Booking a Consultation	Payton (919) 554-9645 Option 4 admin@ncturfcare.com
Design & Quote Questions	Iris (919) 482-6574 iris@ncturfcare.com
During Installation Questions	Ryan (919) 961-9645 ryan@ncturfcare.com
Billing / Payment Questions	Suzanne (919) 554-9645 Option 1 info@ncturfcare.com