Groundworks Customer Bill of Rights

When doing business with Groundworks, we support the trust you place in us with this Customer's Bill of Rights. Each time we do business you have the right to:

1. Ten days to inspect and accept our inventory. Please read our "Ten Day Site Rejection Guarantee"; it is simple and very liberal; it protects our customers from the impacts of mistakes made somewhere in the acquisition process and it is "set in stone" policy here.

2. A full refund if you are dissatisfied and return our palms to us within ten (10) days of your receipt of them. Please read our "Ten Day Full Refund policy". It too is simple and very liberal; it acts to ensure that the client's money is always well spent and it too is "set in stone" policy here.

3. Have "Fair" be the governing doctrine in every element of our business and relationship. In every way, with every choice, every time.

4. Honesty: no one employed by or working for Groundworks will ever intentionally deceive you. Lying to anyone is a "Get Fired" offense at Groundworks.

5. Be treated with respect & dignity each time you come into contact with this company and its personnel.

6. Receive thoughtful, well intentioned replies to your questions, experience professionally planned operations and have dedicated access to field proven procedures that are specialized to the cultural and environmental circumstances you are dealing with.

7. Have your costs at least partially covered when we make a mistake that costs you money. Please read our "Our Fault, Our Cost" Policy. If we blatantly screw up, we share the cost of making it right. No whining, no crying and no telling you to "Make it work".

My name is George Nottingham. As the founder and President of Groundworks of Palm Beach County Inc. I make these commitments to you.

If ever you feel that we have come up short on any of these, I ask that you contact me at (800) 753-5127 and I promise you that I will act *AGGRESSIVLY* to correct the short fall, whatever it may be.