

Guaranteed Emerald Ash Borer Treatments*

Back Tree and Landscape (BTL) offers a four-year money back guarantee for Emerald Ash Borer (EAB) treatments. Specifically, we guarantee that ash tree(s) treated with our program will not die from EAB within the current four-year contract and treatment period if our plan is followed in accordance with the terms herein.

This guarantee may be extended with a four-year renewal of your contract. You (the customer) understand and agree that your ash tree(s) is/are under the care of Back Tree and Landscape, Inc.(BTL) and understand your guarantee void if the treated ash tree(s) is/are given any type of care (i.e.; pruning, fertilizing and treatments, etc...) except watering, by any company or persons not performing work according to ANSI A300 Standards. BTL may make specific recommendations regarding such things as watering and mulching which must be adhered to in order to maintain this guarantee. Such recommendations shall be provided in writing.

The guarantee time-frame is based on two treatments for a four-year plan. Should the tree die within this time period it must be proven to have died primarily due to EAB infestation. In order to verify the cause of death, samples will be taken from the treated ash tree(s) prior to removal. Two parties (ISA Certified and or ASCA consulting arborists, experienced in diagnostics, from two separate companies) will collect samples on-site simultaneously. Samples will be witnessed by the homeowner, Tim Back (or a representative of BTL) and the two ISA Certified /ASCA consulting arborists. The tree owner may choose one of the two ISA Certified and or ASCA consulting arborists. If all parties are not in agreement on the findings; samples will be sent to a third party diagnostic laboratory such as The Ohio State University C. Wayne Ellet Plant and Pest Diagnostic Clinic.

It must be understood that ash trees are susceptible to a number of plant pests, including native borers, other than EAB. The mere presence of a few Emerald Ash Borers in a tree does not in and of itself prove cause of death.

In the event that it is determined by a third party that the ash tree's death is deemed caused by the Emerald Ash Borer, the cost of said third party determiner shall be borne by BTL, and if said third-party determines the death was not caused by the Emerald Ash Borer, said costs shall be borne solely by the homeowner and reimbursed to BTL with in ten (10) days of written demand for same.

It is clearly understood that 100% of treatment dollars paid during the current four (4) year treatment period shall be returned if the ash tree(s) is determined to have died from EAB.

Vertical mulching, fertilizing and deep root watering including the use of Bio-Pak® or Bio-Plant® PHC is all part of a holistic approach to tree health care. It will benefit the overall health and pest tolerance of the treated tree(s) as well as nearby trees and landscape. These portions of the program, because they have a wider range of benefit to the landscape, are not refundable services.