

To our valued customers and Property Management partners,

Re: Stahlman Landscape Company Procedure and Policy for Property Damage.

As we all know accidents do happen. Occasionally, in the course of our work, Stahlman employees may cause some type of damage to a customer's property. Common examples of this may be a broken landscape light, damaged swimming pool pipe, water line, or Pool screens. We want to ensure you that Stahlman does not reprimand our employees when these accidents occur. To the contrary, we highly encourage our employees to report accidents and offer praise when they do so. This policy allows us to more quickly address these incidents when they occur and rectify the situation by making repairs or compensating the customer.

Unfortunately, an employee may not always be aware that he or she has caused a damage, or they may have forgotten to report an accident. If any customer believes this to be the case and suspects Stahlman should be responsible for damaged property, the customer must call the Stahlman Landscape office to report this immediately. **A Stahlman supervisor shall inspect and assess the damage within twenty-four hours.** In conjunction with management a decision on a course of action shall be made to repair the damage or compensate the customer. When damage is caused by Stahlman Landscape company, we reserve the right to utilize our network of trades to repair the damage.

Compensation or reimbursement will **not be considered** for any incident that is not reported in a timely fashion and that is not inspected by a Stahlman supervisor prior to repairs being made.

If there are any questions or concerns, please call our office. (239-384-9654)

Thank you for your business,

Owner/President

Dean Stahlman