



MVN DELIVERY CHECKLIST



Before Your Delivery

- **Prepare Your Yard**
 - ✓ Be sure to remove any stumps, boulders, roots, etc. in your yard that may hinder us from properly unloading and planting your plants. (MVN Team is unable to remove these during delivery).
 - ✓ Make sure MVN-provided flags are in the ground and easy to see.
 - ✓ Remove any extra dirt that may get in the way of plant installations (we do not remove dirt).
- **Avoid Delivery Issues**
 - ✓ Measure all gates and doorways that our MVN team will need to use to ensure they can fit your purchased items and the team members installing those items. Consider potential space problems such as A/C units, pool, stairwells, overhangs, and anything else you might have in your yard.
 - ✓ For potted installations, you (the customer) are responsible for supplying the soil.
- **Any Changes?**
 - ✓ Any add-ons to an order **MUST** be made 48 hours prior to delivery day.
 - ✓ Reschedules/cancellations **MUST** be made 48 hours prior to delivery day or a 5% restocking fee will be charged.

Day of Your Delivery

- **MVN will be calling to confirm delivery 24 hours prior to scheduled delivery**
 - ✓ This call will confirm material and Estimated Time of Arrival for delivery.
 - ✓ ETA will be an approximate time window. i.e. - “between 1-3pm”.
- **MVN will need parking and unloading space upon arrival**
 - ✓ Move vehicles from driveway, parking space, street in front of property.
 - ✓ MVN team will need a clear path from unloading area to planting location.
 - ✓ MVN is not responsible for moving, relocating, or damaging irrigation pipes, underground utility lines, drainage, etc.
- **MVN will need access to the designated areas of your yard**
 - Be sure to unlock all doors and gates that we will need to use.
 - If you live in a gated community, be sure to supply us with any codes needed.
 - Make sure all pets are safely locked up in your home.
- **“Delivery Only” Orders**
 - Delivery-only orders will be placed curbside or in driveway.

Delivery Completed

- **Proper Care**
 - ✓ Water properly with MVN SuperCharged Moon Juice. Follow MVN “**Watering Instructions**” guide.
 - ✓ Keep tree stakes (installed upon delivery) in for at least one year after tree has been planted.
 - ✓ If needed, we recommend purchasing additional stakes if you are in a high-wind area and to keep those installed until tree can support itself.
- **What to Expect**
 - ✓ The mulch well under your tree acts as a watering mechanism. Be sure to fill the mulch well up, as needed, to keep the tree and root ball saturated with water.
 - ✓ The mulch well will slowly disappear over time (varies by tree size) as the mulch naturally works its way into the soil.

Thank you for trusting us to deliver your plants
Please call if you have additional questions