



DAY-OF-DELIVERY CHECKLIST

1. WHAT YOU NEED TO KNOW THE DAY OF YOUR DELIVERY

- MVN will be calling you the morning of your delivery BEFORE 9:00am to confirm material and give you your Estimated Time of Arrival (or approximate time window) for delivery; *i.e.* "between 1-3pm"
- Please make sure the delivery team has plenty of space to park and offload; move vehicles from driveway, parking spot, etc.
- Please make sure that there is a clear path from where we will be off-loading to the planting location(s).
- Please lock up all pets.
- Remember to unlock any side gates and/or notify community guard gate of MVN delivery (if necessary). Do we need a code or gate access?
- MVN is not responsible for moving, relocating or damage(s) to; irrigation pipes, electrical, gas, sewer, drainage or low voltage landscape lighting.
- MVN doesn't have the capability to remove any dirt from the jobsite. We have flatbed trucks and don't typically have room (on our truck) to haul a wheelbarrow.
- If MVN is doing a "Delivery Only," we will be placing your material curbside or in the driveway.
- All reschedules MUST be made within 48 hours prior to delivery date (or incur a 5% restocking fee).
- Any add-ons to an order MUST be made 48 hours prior to delivery.

2. PREPARING THE LOCATION

- Please make sure ALL stumps are removed from the planting area(s). MVN DOES NOT remove trees, stumps, roots, boulders, etc.
- Please make sure MVN provided (orange location) flags are in the ground.

3. AVOID DELIVERY FAILURE

- "Measure Twice. Delivery Once." Please measure all gates and doorways: ensure the plant material will fit through doors, side yards, A/C units, stairwells, planters, overhangs, pools, etc.
Remember, trees are very heavy, need space not only for tree and box, but us as well!
- Please remember, when we are planting trees or shrubs into pots, you (the customer) is responsible for the soil.

4. WHAT TO EXPECT AFTER YOUR TREES / PLANTS HAVE BEEN INSTALLED

- Proper watering and Moon Juice applications are vital for newly planted material. Please follow the MVN "watering instructions" for optimal results.
- The mulch well/berm under your tree acts as a watering mechanism. Fill the well/berm up to allow the tree and root ball to be soaked and deep watered.
- The mulch well/berm will slowly disappear over time. The mulch will naturally work its way into the soil and act as a soil conditioner.
- Tree stakes (if applicable) can usually be taken out after the tree has established itself. We like to say after 1 year it's safe to remove stakes. If you are in an area with high winds then more time may be necessary. Please call us with any questions.