

Stump Grinding Service Disclaimer

Thank you for choosing She Trees stump grinding services. Before proceeding, please carefully read and understand the following terms and conditions. By engaging our services, you acknowledge and agree to the terms outlined below.

1. Nature of Stump Grinding Service

- Stump grinding is the process of mechanically removing tree stumps to below ground level using a grinding machine. **It does not include the complete removal of roots.**
- The depth of grinding is typically 15~30 cm (6--2 inches) below the surface unless otherwise agreed upon in writing.
- The stump grinder can only grind stumps. It cannot grind concrete, rocks or metal. Shavings are left on-site as the machine goes below ground level and over a few weeks the shavings settle to become the new ground level.

2. Site Preparation & Customer Responsibilities

- The customer is responsible for ensuring clear and safe access to the worksite.
- All underground services, including but not limited to gas, water, electrical, sewer, telephone, and irrigation lines, must be identified and clearly marked before work commences.
- The customer must disclose any known hazards, including buried utilities, old foundations, or other underground obstructions.
- If a tree has been recently removed, it is the customer's responsibility to ensure no foreign objects (e.g., nails, metal stakes, or concrete) are embedded in the stump.
- The customer is responsible for removing or relocating any ornamental features, such as garden decorations, edging, rocks, or pavers, from around the stump before work begins. We are not liable for any damage to such items left in the work area.

3. Underground Services & Liability

- We take all reasonable precautions to avoid damage to underground services; however, we are not liable for damage to unmarked or improperly located utilities.
- If underground services are damaged due to lack of proper identification or pre-marking, the customer assumes full responsibility for repair costs.

4. Surface & Surrounding Area Impact

- Stump grinding creates debris, wood chips, and soil disturbance. While we strive to minimise mess, some level of cleanup will be required by the customer.
- Heavy machinery may cause minor surface damage to lawns, gardens, or paved areas. We are not liable for any such damage unless damage is due to gross negligence.
- Tree roots may extend beyond the grinding area and could continue to decompose over time, potentially causing ground settling or sprouting.

5. Post-Grinding Cleanup & Responsibilities

- Standard service includes grinding the stump and leaving the mulch in place unless removal is explicitly included in the quote.
- If additional cleanup, backfilling, or topsoil replacement is required, it must be arranged in advance and will incur additional charges.
- The customer is responsible for spreading, removing, or utilising the mulch resulting from the grinding process.

6. Equipment & Safety Considerations

- Stump grinding equipment is hazardous, and customers must keep all people and pets at a safe distance during the operation.
- We reserve the right to refuse service if the work area is deemed unsafe or if conditions present a significant risk to property or personnel.

7. Limitations & Warranty

- Stump grinding does not prevent future root growth or guarantee that all roots will decay immediately.
- We do not guarantee that the ground will be suitable for replanting, construction, or paving immediately after grinding.
- No warranty is provided for the natural settling of soil or any future issues related to regrowth, underground obstructions, or soil conditions.

8. Payment Terms & Cancellations

- Full payment is due upon completion of services unless otherwise agreed in writing.
- Cancellations made within 24 hours of the scheduled service may be subject to a cancellation fee.

By engaging our services, the customer acknowledges that they have read, understood, and agreed to the terms of this disclaimer.

For any questions or concerns, please contact us before work begins.

She Trees
0490 355 360