

# CORE TREE ROOT PROTECTION

## Guarantee

**CORE**Landscape®  
Products

### WHY USE CORE TRP?

Total peace of mind... guaranteed.

By using CORE TRP, you are getting tried and tested tree root protection of the highest quality that outperforms competitors, offering total peace of mind.

Top quality raw materials and intuitive design ensure the roots of the trees you want to protect will not be damaged by traffic or footfall.

By simply following our technical recommendations and adopting industry standard installation practices, our guarantee could be applied to your project free of charge.

CORE TRP is one of the few systems available with this option. Independently tested, it offers unrivalled protection for your tree's roots and has been used throughout the world for years without failure.

Our engineers will offer site specific technical recommendations to help you obtain the best results for the best possible price.

With free expert guidance, we assure our customers that specific site requirements and design criteria will be achieved.

Our guarantee covers the replacement of not only the CORE TRP system but also the tree(s), giving you, the customer complete peace of mind.

### HOW TO OBTAIN A GUARANTEE

**Site Survey** | Provide us with a copy of the Arboricultural Report and CBR test results for the site. Our engineers will study the documents and produce a full technical recommendation with diagrams to value engineer the project.

[If an Arb report hasn't already been produced, we would advise approaching an Arboricultural Association registered consultant to have a full survey completed]

**Scope Agreement** | Once we have received the arboricultural report and produced our technical recommendation, we will advise on which trees can be covered under the guarantee using a scoping agreement.

**Straightforward Installation** | By following our installation guide and technical recommendations the works can be carried out adhering to basic industry guidelines. Once completed, the customer signs, agreeing to the terms and conditions of the guarantee.

**Certification** | Once your signed agreement is received by us, we will send out a pack containing your guarantee certificate with full details of your purchase.



### FREQUENTLY ASKED QUESTIONS

**What is covered under the guarantee?** | The guarantee covers the replacement of dead tree(s) within the protected area, up to a value of £10,000.00.

The guarantee also covers the replacement of the defective area of the CORE Root Protection system up to the value of £50,000.00. The guarantee is valid for 10 years from date of invoice.

**How do I make a claim for loss of a tree?** | In the unlikely event that a tree dies within the 10 year guarantee period, you will need to notify us as soon as discovered.

We will carry out a full investigation into the actual cause of death. Once our investigation has identified the cause we will establish what remedial action is required.

**How do I make a claim for material failure?** | In the unlikely event that your CORE Root Protection system fails within the 10 year guarantee period, you will need to notify us as soon as discovered.

We will carry out a full investigation into the actual cause of failure. Once our investigation has identified the cause we will establish what remedial action is required.

**Can I alter the CORE TRP system?** | The system is created and designed using only high-quality raw materials that outperform many of our competitors. This manufacturing process creates a truly unique system.

Our installation guides and technical recommendations ensure the complete success of the project therefore we can only offer the guarantee if the full system has been installed with no alterations, additions, or omissions.

**Can I pass the guarantee?** | Yes, the guarantee is owned by the landowner. This can be transferred should the ownership of the land change, provided we are given notice of the transfer.