

Dwayne D. Gremler
1803 Osprey Court
Perrysburg, OH 43551
(419) 873-1412
September 11, 2001

Manager
TruGreen ChemLawn
P.O. Box 988
Perrysburg, OH 43551

Dear Sir,

I am writing to express my displeasure at the "service" provided by your company and hoping that you can bring a satisfactory resolution to the problems I have experienced.

Near the end of July, our family called and requested an estimate on what it would cost to trim the bushes in the front of our house. Kris came over within the next day or two and provided us with a written estimate (see attached copy). For \$100 (plus tax) TruGreen would trim our Juniper bushes and two Burning bushes, all right next to our house. Once I saw the estimate, I had my wife call and schedule for your company to come and do this work. Unfortunately, we were told that you could not come before August 8. We found this disappointing, as this was a fairly small job and we would be leaving for vacation from August 8-17. We would have preferred to be present when the bushes were being trimmed, but since the plants to be trimmed were clearly listed on the written estimate we assumed TruGreen would do what was promised. That turned out to be a bad assumption.

On August 10 apparently TruGreen came to trim the bushes. Unfortunately, the bushes were not all that was trimmed. In addition to the bushes described above, two trees in the middle of our front yard (a red maple and a crab apple) were trimmed, as were (apparently) some other trees. We received a bill for \$212 dollars (see attached copy), even though we had a written estimate for \$100.

What really upset me, though, was that the maple tree in our front yard was not only trimmed, but trimmed (in my opinion) VERY POORLY. It looked as if someone had given it a flat-top haircut. We had hopes that this tree would be a major shade tree for the front yard, and I do not understand why anyone would trim a maple tree the way this tree was trimmed. In order to try to understand why a tree would be trimmed this way, I called Kris when we returned from our vacation (on August 21). He did not know why the bill was \$212 nor why the other trees had been trimmed. Furthermore, he could not explain why the maple tree had been trimmed in this "flat-top" manner. However, he indicated that he would discuss the trimming with those who had cut the tree and would get back to me, at the latest, by the end of the next day (August 22) with an answer. As of today (September 11) I am still waiting for that answer.

In the mean time, I have received a bill for a reduced amount (\$106). I do not intend on paying it, however, since the main tree in our front yard was (in my opinion) butchered.

I understand that TruGreen is supposed to have a good reputation as a service company and I would like to hear what you have to say in response to this situation.



Dwayne Gremler