



# Frequently Asked Questions

## Proposal Approval and Scheduling

### ***How do I approve work?***

After you have reviewed your proposal, approval is required in the form of a signature.

1. To approve all proposed work, simply sign and date the proposal.
2. To approve part of the proposed work, indicate which items you would like to approve and/or cross off items you do not wish to approve.
3. Return one complete set (all pages of proposal) via email or mail. Please note that email is preferred. You can email me directly at [cvarner@bartlett.com](mailto:cvarner@bartlett.com) or email the office at [CharlestonOffice@Bartlett.com](mailto:CharlestonOffice@Bartlett.com).

### ***When/How will my work be scheduled?***

#### **Pest Management, Soil Care and Fertilization:**

The Estimated Treatment Dates are recommendations and based upon season and ideal conditions. Treatments must be scheduled around the pests' life cycles and weather conditions. As you know, conditions can change by the minute. Cold weather, hot weather, wind, and rain all impact our treatment timing, so dates can vary by 2-3 weeks. Please note that we do ***not call*** ahead for pest, disease, or fertilization services unless requested and due to special circumstances. We will, however, send an email notification the day before.

#### **Tree Pruning and Tree Removal:**

Upon approval of work, I will give an estimated timeframe of work completion based on our current schedule/crew availability. If you have a deadline, let me know ASAP. Otherwise, your work will be paired with nearby jobs, and we will send an email notification or call a few days before.

## Billing and Payment

### ***When will I be billed?***

Invoices are processed after completion of work. You have the option of receiving an email invoice or paper invoice via mail. Payment is due upon receipt of the invoice. Please note, you will receive a separate invoice for each service provided. A paperless option is available through "Your Account" on our website (see more on this below).

### ***What are my payment options?***

There are several ways to pay:

- You may contact our office directly to pay by credit card: **843-556-8696**
- You may pay online via the Bartlett Tree Expert website [www.bartlett.com](http://www.bartlett.com). Click "Access Your Account" located top right of page. You will need to register your account (account number is on proposal or invoice) and then follow the prompts.
- You may mail a check to our corporate office in the addressed envelope that arrives with your invoice. *However, due to ongoing concerns with the USPS, we do not recommend mailing a check.*

## Pest Management

### ***How safe are your products?***

Bartlett Tree Experts Research Laboratories researches all products we use on our clients' properties. The products we apply are both effective, yet environmentally friendly. If you would like product labels for any of your treatments, we are happy to provide them.

# Frequently Asked Questions

## ***How soon can we go outside after the application?***

You may reenter the landscape after the product dries. Drying generally takes anywhere between 30 minutes – 1 hour, depending on humidity and temperature. It's best to keep children and pets away from the treated area for at least one hour after applications are completed.

## ***What if it rains after application?***

Many treatments we offer are not impacted by rainfall. However, if we feel retreatment is necessary, we will contact you.

## **Soil Care and Fertilization**

### ***What is the best time of year for fertilization?***

Fertilization can be performed at any time during the year, but the limiting factor is soil moisture. If you have an irrigated yard; fertilization is fine any time of year. We do tend to avoid mid-summer and frozen ground applications.

### ***What should I expect to see from the applications?***

Fertilization will help improve the growth, appearance, and health of your trees and shrubs. Reducing stress related to nutrient deficiencies allows trees to better defend themselves against stress, pests, and disease.

## **Tree Pruning and Removal**

### ***What kind of standards are followed?***

All of our tree and shrub care workers are extensively trained to perform to ANSI A300 and Z.133 industry standards.

## **Bartlett Tree Experts practices “Safety Above All Else.”**

### ***What happens with the debris from tree work?***

Depending on how you and your Arborist determine the scope of work, wood, brush, and debris from pruning and removals will normally be chipped and/or removed from your property.

## **Next Steps**

Even after our services are complete on your property, we will continue to schedule regular visits to your property to see how your trees/shrubs responded to our treatments. Ongoing customer service and proactive recommendations sets Bartlett Tree Experts apart as the leader in scientific tree care.

## **Questions**

### ***Questions?***

Please don't hesitate to call our office at **843-556-8696** with other questions or to schedule an appointment.

A final reminder that our work is weather dependent. The best made plans can be changed quickly with rain, high winds, storm damage, and the occasional snow/ice. We appreciate your patience and understanding and thank you for choosing Bartlett!



Client: 6524630

Printed on: 11/21/2025

Created on: 10/28/2025

Mrs Kelly Navarro  
200 Meeting Street Suite 206  
Charleston, SC 29401

Bartlett Tree Experts  
Carl Varner - Representative  
2285 Technical Parkway  
North Charleston, SC 29406

E-Mail Address: bcohen@beemok.com  
Mobile Phone: 508 524 2909 - Barry

Property Address: 810 Star of the West / SI II LLC, Sullivans Island, SC 29482

The following program is recommended for certain trees and shrubs on your property. In addition to a thorough plant health care program, or the specific services recommended, Bartlett Tree Experts also recommends having a tree risk assessment qualified arborist conduct a tree risk assessment on your property periodically to assist you in identifying potential risks of tree or limb failure and the potential consequences of such tree or limb failure relating to your trees and shrubs. An inspection of trees or shrubs for the purpose of writing a recommendation or conducting plant health care or tree care services is not a tree risk assessment. THIS IS NOT AN INVOICE.

### Tree and Shrub Work:

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#### Removal

Remove the dead 16" Live Oak located at the right side of house. Leave stump as close to grade as possible. Remove resulting debris.

Amount: \$3,408.00

Total Amount: \$3,408.00

*Please review the terms and conditions attached, which become part of the agreement, and sign and return one copy authorizing the program.*

\_\_\_\_\_  
(Customer Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Bartlett Representative - Carl Varner)

\_\_\_\_\_  
(Date)

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Prices are guaranteed if accepted within thirty days.  
All accounts are net payable upon receipt of invoice.

Work is done in accordance with ANSI A300 Tree Care Standards.

To access a certificate of liability insurance for Bartlett Tree Experts, please navigate to <http://www.bartlett.com/BartlettCOL.pdf>

A Job Site Safety Analysis was completed for your property, please contact your arborist for further details.

Bartlett Tree Experts does not sell client information to third parties. However, Bartlett may need to retain client information for digital advertising purposes. For further information on the type of client information collected, the purpose for which information may be used, and any client's ability to access and/or opt out of such use, please visit Bartlett's privacy policy on our website: <https://www.bartlett.com/privacy-policy.cfm>