THANK YOU!

Dear Customer,

Thank you for the opportunity to introduce to you our product line and provide you with a quote for your outdoor retreat! We value your business and will work diligently to make sure you are fully satisfied with your entire transaction. We are dedicated to giving you the best quality product and the most convenient experience.

Every installed Lawn Master Outdoor Living, structure is custom designed and professionally built, and is backed by a one-year limited warranty. We're a member of the Better Business Bureau and an award-winning Service Provider of The Home Depot. We have more than 20 years of experience in this industry and thousands of happy customers. We want you to be a happy customer, too!

If at any time you have questions, concerns, or need clarification on our products, services, or installation, please feel free to contact our Customer Service Team directly at 877-553-9931.

Sincerely,
The Entire Lawn Master Outdoor Living, LLC Team

ABOUT US

Lawn Master Outdoor Living, is an award-winning Home Depot Service Provider with a long history of satisfied customers. We specialize in the manufacturing and installation of outdoor living structures such as pergolas (arbors) and pavilions.

Pioneers in the Industry

Many years ago, the founders of Lawn Master Outdoor Living, recognized that homeowners, business owners, and city planners needed a reliable option for high quality, beautiful outdoor structures from a company they could trust. Outdoor entertaining had taken its rightful place in the hearts of many and creating the perfect backdrop was key. At that time, the only readily available structures were generic metal carports or sunrooms, offered primarily by contractors working out of their trucks.

In 2006, Lawn Master Outdoor Living, L.L.C. was launched to satisfy this need.

Western Red Cedar and Doug Fir was the obvious choice for creating the foundation of our designs. It's warm, natural beauty is perfectly at home outdoors and can be coupled with any architectural style from modern to traditional. We combined this beautiful wood with the silent strength of Simpson Strong-Tie and Fastenal brand fasteners, the durability of commercial-grade Wood Defender stains, and structurally sound designs that are built to withstand the test of time. Our structures seamlessly blend durability, functionality, and a timeless design that can be customized with details such as the OWT ornamental hardware for customers who prefer to leave no detail untended.

Lawn Master Outdoor Living, then partnered with The Home Depot to become the premier service provider of professionally built, Western Red Cedar & Doug Fir outdoor living structures. Customers can visit any one of more than 600 Home Depot stores across the southeastern United States to see a Lawn Master Outdoor Living, L.L.C. display and request a free site visit.

Our innovative business approach combines the cost savings of high-volume production and precision processes, while preserving our customers' ability to completely customize their structures to fit their desires and their unique yards and build sites. With more than 25,000 successful residential and commercial projects under our belt, Lawn Master Outdoor Living, L.L.C. has the experience and the expertise to bring to life the outdoor retreat of your dreams.

ABOUT US

The Process

We'll provide you with design drawings and work through every detail. If a building permit is needed for your structure, the Lawn Master Outdoor Living can obtain the permit for an additional fee. Once you have approved the design and returned the necessary paperwork, including HOA approval and a building permit if required, the scheduler for your area will call you to schedule the installation date.

Our dedicated manufacturing team will prepare your structure to spec in our professionally equipped facility. All the lumber will be cut to size and the decorative end-cuts will be precision- routed onto each joist and header. If you choose our stain option, we will apply the stain during this phase, allowing for a more complete coverage of each component.

Because we've taken care of all the cutting and staining at our production facility, your custom project can be completed by a professional installer with a minimal amount of disruption to your site.

Buy with Confidence

When you choose a Lawn Master Outdoor Living, Western Red Cedar or Doug Fir structure, you can enjoy the convenience and confidence of buying at any one of the more than 600 Home Depot stores we service

All Lawn Master Outdoor Living, representatives have met extensive background checks and carry authorized badges indicating their approved status, including our installers and their crewmembers.

Our products are built to last and come with one of two warranties backed by our commitment to quality products, proven building practices, and excellent customer service.

CONTRACTOR CHECKLIST

Many contractors claim they can build a cheaper product. They often accomplish this by using lower quality material and cheap labor, and cutting costs by not carrying insurance, neglecting to obtain the necessary building permits, and office from their truck rather than a professional production facility equipped with the correct machinery and quality control standards. Unfortunately for their customers, many of our competitors can't guarantee that they will be around later if there is a future issue with the structures they install.

Asking the following questions can help you make a more informed decision. If a contractor answers "no", or cannot affirmatively answer any of the following questions, there could be a potential risk of additional cost and/or problems down the road. Some of the risk can be very expensive to correct and/or possibly cause removal of the structure altogether. Many less experienced contractors are not familiar with the material requirements or the proper construction techniques essential to building outdoor structures. Lawn Master has a 22 year history of building over 25,000 outdoor structures through the Home Depot. With our diversified team of experts totaling well over 100 years of combined experience, we have a proven record of building safe, sturdy, durable and beautiful structures that comply with local codes and provide years of enjoyment. We are dedicated to giving our customers the best possible value and the most convenient experience, which is why we can confidently answer "yes" to each of the following questions:

Do you have photos of your work?	( ) no ( ) yes
How many pergolas, pavilions, and arbors have you built?	_____
Is building WRC and Doug Fir structures your main business?	( ) no ( ) yes
Do you have a written warranty?	( ) no ( ) yes
Do you and your crews have General Liability insurance?	( ) no ( ) yes
Will you provide a lien release when the job is complete?	( ) no ( ) yes
Do you have a permanent office, store front, or production facility?	( ) no ( ) yes
Do you have public displays for me to look at?	( ) no ( ) yes
Do you have a website with customer job photos and pricing?	( ) no ( ) yes
Do you have references or testimonial letters?	( ) no ( ) yes
Do you have your own lumber yard (supply of material) to select from?	( ) no ( ) yes
Do you conduct nationwide background checks on all employees and subcontractors?	( ) no ( ) yes
Are all employees and subcontractors badged for identification?	( ) no ( ) yes

CONTRACTOR CHECKLIST (cont.)

What is your lead time?	_____
How long will the installation take once work begins?	_____
Will the crew stay on the job every day till the job is complete?	( ) no ( ) yes
Will there be a lead supervisor on the job at all times?	( ) no ( ) yes
Will you provide the appropriate permits required by the city?	( ) no ( ) yes
Do you have stamped engineering letter for your product lines?	( ) no ( ) yes
Do you provide detailed line drawing and specifications required for HOA and permit approvals?	( ) no ( ) yes
Do you have design and construction expertise available in your organization to help with custom units and special applications?	( ) no ( ) yes
Are you registered with the city?	( ) no ( ) yes
Do you offer financing through the Home Depot?	( ) no ( ) yes
Who do I call if I have a problem or warranty issue down the road?	_____
How much work will be done at the job site?	_____
Are the detail cuts performed in the shop on a duplicator machine?	( ) no ( ) yes
Will it be stained off site?	( ) no ( ) yes
Will you clean up and haul away all construction related debris?	( ) no ( ) yes
Does the structure include 5/8” all thread bolts?	( ) no ( ) yes
How is the structure anchored to the concrete?	_____

Cheaper isn’t always better! What you save today, you may spend double or triple to make it right tomorrow.

ONE-YEAR LIMITED WARRANTY

All **Lawn Master Outdoor Living,** structures come complete with a one-year limited warranty. We carefully select only the finest building components for each of our outdoor structures. In doing so, Lawn Master Outdoor Living, L.L.C will guarantee for a period of **one year** from the date of installation that our product will be free of any defective material* or workmanship. In the event our product, or a portion of our product is found to be defective, we will repair or replace the defective item free of charge, at our discretion.

In no event will **Lawn Master Outdoor Living,** be responsible for any damage to the structure caused by events unrelated to the construction of the structure such as, but no limited to fire, hail, winds, high water, poor soil conditions, criminal mischief, or natural weathering over the course of time.

Certain products utilized during construction, such as shingles and stain, carry an additional manufacturer's warranty that is completely independent from any warranty stated herein. To request a copy of such warranties, please contact our home office at 877-553-9931.

*Western Red Cedar Doug Fir is a natural product in which cracks, wane, checking (particularly in posts and heavy timbers), and stain variations will occur. Checking is a common natural occurrence in Western Red Cedar, Doug Fir and other types of lumber due to the natural drying and stabilizing process before, during, and after installation. These characteristics are NOT an indication of defective material.