

Terms & Conditions

By placing an order with Winding Brook, you acknowledge the following:

Order Cancellations: Orders must be canceled at least two full business days before the scheduled delivery date. No refunds will be issued for last-minute cancellations.

Perishable Product: Sod is a living product and should be installed on the day of delivery. WBT is not responsible for the condition of sod that is not laid promptly.

Pallet Policy: Winding Brook charges a deposit fee on all pallets. If you would like a refund for the pallet deposit it is the customer's responsibility to return pallets. Winding Brook does not pick up pallets.

Post-Delivery Care: It is the customer's responsibility to water and maintain the sod after delivery or installation to ensure healthy establishment.

For sod pallet orders, minimum order delivery is 600 sq feet.
For bagged product orders, minimum order is 40 bags or one pallet.

All sales are C.O.D., credit/debit card, check or cash unless credit line has been established.

Winding Brook Turf allows 3 hours for unloading and unrolling the first trailer load of sod. Additional trailer loads are allowed 1 hour each. A \$90 charge per hour is assessed for additional time on the jobsite. Notice must be given at the time of order.

Our drivers do their best to be on time, but unforeseen delays may occur for which we cannot be held responsible.

Claims:

Any claim must be made within 24 hours of delivery. We reserve the right to inspect any replacement claims. Approved claims will be limited to replacement of confirmed damaged turfgrass only. We are not responsible for labor claims.

Before Ordering We Recommend – A minimum of 24 Hour Notice, Accurate Measurement, Prepared Site, Sufficient Labor Onsite or Contracted via Winding Brook.

Note: All prices are subject to change.