

- [Q. Are we insured?](#)

A. Yes! We are fully insured. Our insurance coverage is verifiable and will be provided to you upon request.

- [Q. What areas do we serve?](#)

A. Normal business operations cover the majority of the piedmont triad area of North Carolina including Davidson, Davie, Guilford, Forsyth, Rowan, and Randolph counties.

- [Q. What are our hours of operation?](#)

A. Technically we never close as emergencies are handled on a 24-7-365 basis. Our normal hours of operation for estimates and tree work are Monday through Friday, 1 hour after daybreak to 1 hour before nightfall. The actual hours depend on the season of the year we are currently in. In the case of emergencies or other unusual situations, we will operate on Saturdays & Sundays, but this is normally avoided if possible.

- [Q. What are our contact numbers?](#)

A. Please contact us at 336-249-6607. If there is no answer, please leave a message, and we will respond as soon as humanly possible. Please understand that our equipment is loud, so we cannot always hear your call.

- [Q. How much do we charge for our services?](#)

A. Each job is different and must be assessed in person before any accurate estimate can be made. The estimated price given for any job is assessed against the tree or trees in question. This is in regard to their condition, location to homes, property lines, power lines and any other obstacles in the work area, as well as the needed access to the work site. This is why we must actually look at the work you want done in person, and why there is no cost or obligation for us to give you an estimate. We cannot estimate over the phone.

- [Q. Will we cut trees in exchange for the wood from those trees?](#)

A. No. The actual value of the tree or trees in question is simply not enough to offset the costs involved in removing them. Tree services normally cut a relatively small number of trees that are very technically demanding and time consuming to remove. Whereas a logging company will cut a much higher volume of trees (normally several acres minimum at a time), which are not as time consuming or difficult to deal with. The much higher volume of merchantable timber is the reason logging companies can pay you a percentage for the trees they cut from your property. Also, logging operations usually offer very limited cleanup of their worksites, if any. Whereas our ability to professionally clean up our job sites is a critical part of our operation that does require extra time on each job to complete.

- [Q. Will we price a job for less if the homeowner wants to do the cleanup?](#)

A. Absolutely! Our business is based on the belief that the customer should only use our company for whatever they are not capable or comfortable with doing for themselves. We can handle any job from start to finish regardless of size or complexity. But, if you want to save some money by providing the cleanup or some other aspect of the work yourself, this is perfectly understandable. Obviously the less work you require our services for, the lower your estimate will be. Also, if you are unsure about what you want us to do, just ask us to price the job in question with several different options. We will be happy to meet your individual needs, regardless of how much or how little they may be.

- [Q. How long will it take to do the job?](#)

A. This depends completely on the job in question, but most projects can be completed during part of one day to several whole working days. Obviously the larger and more complex the job is, the longer it will take to complete. But, it is our company policy to complete each job before beginning another.

- [Q. When do you get paid for the work you do?](#)

A. Only when all contracted work on the job in question is completed. Payment is NEVER expected before a project is started or while work on that project is in progress.

- [Q. Does the customer need to be at home while their tree work is being done?](#)

A. Any homeowner should be present when any work is done on their property either by our company or by anyone else, and we would appreciate at least one member of the household being present to answer questions if they should arise. However, for complete tree removals, where the entire tree is to be taken out, it is not necessary for the homeowner to be present. It is required for someone in authority to be present during any trimming operation, since the end result of that operation must meet with the customer's expectations for appearance, etc.

- [Q. Do we offer payment plans for our services?](#)

A. Affordable Tree Removals does not currently offer any payment plans or installment options for our services; however, we do accept both Visa and MasterCard, which will allow you to make payments over time for our work. The services our company provides are reasonably priced, professionally produced and second to none in this industry. This is in regard to quality and value, and payment in full upon completion is expected.

- [Q. What is the difference between trimming and topping trees?](#)

A. Trimming removes a smaller amount of material from the tree rather than topping, and when done properly improves the overall health and appearance of the tree. The actual process of trimming a tree involves several carefully planned steps to complete, but the

main point to remember is that no more than 25% of the foliage bearing structure in any given tree is removed during any single season. Topping is a much older practice that usually involves cutting every limb of the tree to a given length, and will certainly damage any tree it is done to. Trees that have been trimmed still retain their natural appearance, but trees that have been topped usually resemble large bushes with a very symmetrical shape. Trimming or pruning a tree is better for the health of the tree and more cost effective for the homeowner, since less material from the tree is removed.

- [Q. How can you determine if a tree needs trimming rather than total removal?](#)

A. This can be a tricky question, but generally if more than 1/3 of the tree's crown is dead or if rot and decay have seriously weakened the trunk, the tree most likely needs to be removed. There are cabling solutions that allow the structure of the tree to be strengthened mechanically. But, under most circumstances, the homeowner will find that those options are not cost effective as they require periodic adjustment to maintain their strength. Rather than cabling, most homeowners opt for removal of the tree. Also, if any tree is in a location that allows it to endanger a home or other valuable property, it should be removed to eliminate that possibility regardless of the condition of the tree. Remember, most trees can be completely removed for a fraction of the cost of a major repair to your home

- [Q. What is the best time of the year to trim trees?](#)

A. The answer depends on the exact species and health of the tree in question, but in most circumstances trees can be properly trimmed at any time of the year except during the beginning of the growth season. This is during early to mid-spring, when most trees are putting on leaves. Most people also want their trees trimmed later in the spring and summer season for two main reasons. First, they can actually see the results of the trimming job that was done, as the tree will have all its leaves present at this time. This can be more difficult to do in the winter months, since the actual results cannot be seen until the tree again puts leaves on in the next growth season. The second reason a lot of customers have their trees trimmed in the warmer months, is to reduce the amount of leaves that will be shed during the following fall season. There is still some debate on this question even between professionals, but these are the very basic guidelines to follow.

- [Q. Do we fill in stump holes with dirt?](#)

A. It is normal business practice to rake the shavings from any stump grinding operation back into the stump hole. If the customer requests those shavings be removed and the stump hole filled with dirt, this can be done, but at an additional cost.

- [Q. How much damage will there be to my yard?](#)

A. If properly done, tree work will not leave any damage to your yard. We have ground mats that will support up to 60,000 pounds, which we can use to completely eliminate tire

tracks or impressions. If necessary, we will also be happy to reschedule your work to avoid overly wet conditions that would cause most of these issues.