Dr. Green Claimed

56 reviews Details

Landscaping, Tree Services Edit

3333 Earhart Dr Edit
Ste 200
Carrollton, TX 75006
Addison
Get Directions
(877) 374-7336
doctorgreen.com
Send to your Phone

Photo of Dr. Green - Carrollton, TX, United States

See all 60 photos

"Can't say that my **lawn looks** amazing after a couple of years of service, but I can say that I have a lot fewer weeds and anytime I have had any issues, I have called and they have responded." in 3 reviews

"Had them come out **last year** to treat my yard since the previous company was not doing their job and their rates were too HIGH!" in 6 reviews

Ask the Community

Yelp users haven't asked any questions yet about **Dr. Green**.

Recommended Reviews for Dr. Green

Your trust is our top concern, so businesses can't pay to alter or remove their reviews. Learn more.

Search within the reviews

Sort by **Yelp Sort** Language **English (56)**

Start your review of **Dr. Green**.

Thai L.
Garland, TX
15 friends
3 reviews

1/25/2014

I'm not sure why this company have so many poor reviews. Had them come out last year to treat my yard since the previous company was not doing their job and their rates were too HIGH!

I saw results after the 2nd treatment from dr. green. and from there my yard started looking better. Going to give them another go for this year and hope their good work continue.

Request Quotes

This provider has not enabled messaging on Yelp. Request a quote from other similar providers.

Today **9:00 am - 5:00 pm** **Closed now**

Hours

Mon	9:00 am - 5:00 pm
Tue	9:00 am - 5:00 pm **Closed now**
Wed	9:00 am - 5:00 pm
Thu	9:00 am - 5:00 pm
Fri	9:00 am - 5:00 pm
Sat	9:00 am - 2:00 pm
Sun	Closed

Edit business info

More business info

Accepts Credit Cards **Yes**

By Appointment Only **No**

Mike C.
First to review

From the business

For a thicker greener lawn with less weeds GUARANTEED call the professionals. All of our employees are professionally trained and we only use the absolute best products on your lawn. …

Learn more about Dr. Green

Daniel S.
Dallas, TX
22 friends
150 reviews
7 photos
Elite '18

4/3/2018

This company left a sign on a pole in my yard advertising their services and insulting my lawn.

Jason N.
The Colony, TX
3 friends
61 reviews
7 photos

4/11/2018

This company is at best very poorly managed and at worst a scam. They do not complete the services agreed to, over bill for service (poorly) rendered and will harass the customers for money not owed. They shame neighbors by posting signs in their yards without permission. They should go out of business.

Atlanta L.
Arlington, TX
37 friends
25 reviews
4 photos

11/2/2017 • Updated review

Had a representative call me last year telling me to rewrite or remove my review and they won't send me to collections. Even though I have a confirmation number that my account is at 0 balance. He told me if I write a good review that they would dismiss my collections, even though I have a 0 balance, and give me another "free" service. I told them that they can't collect what I don't owe and their business practices are unethical. Got a call from collections today, explained them what happened and sent in the confirmation from them telling me my account was paid in full. The agency dismissed my collections and said I should file an investigation with the state for unethical business practices and fraud.

You might also consider

People also viewed

Graves Lawn and Landscape
6 reviews

Synthetic Grass DFW
10 reviews
Can't say enough about Chad and his amazing team.

Love Your Lawn
12 reviews

Other places nearby

Find more Landscaping near Dr. Green

Find more Tree Services near Dr. Green

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Show all

People found Dr. Green by searching for…

Landscaping Carrollton

Near Me

Landscaping Near Me

Mulch Delivery Services Near Me

Palm Tree Services Near Me

6/21/2014 • **Previous review**

0 stars! Seriously more weeds than before, had to call another lawn service to undo their damage,… Read more

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Sharon L.
Dallas, TX
105 friends
25 reviews
3 photos

3/13/2018

At the end of the service last year, they missed a final treatment, they aerated when they were not supposed to (and tried to charge me more than they mentioned the service cost initially) & they emailed me, called me, mailed me bills. I've had about 20-30 emails/calls &correspondence with them to try to either rectify but after the service was poor I just canceled and had an agreement with the local owner that he was going to remove the balance they said I owed (even though I DID NOT). This was back in November.....now 4 months later, they keep sending me bills, calling me (I finally spoke with someone yesterday 3/12/18 who had me forward an email that said they would remove the balance), she agreed that it was in writing and she said she would remove it. Today she calls me to say that I never responded to that email & that I still owed. WTF. These people are seriously crazy. I pre-paid a whole year of service $616.56 starting in March 2017. They did 7 services out 8 they were to do. They never did what we agreed (they agreed to call me anytime they came to do service) so I could open and close my gate for them - which NEVER happened and anytime they came out I had to re-schedule the appointment which was never an easy task. Don't wonder why they have so many poor reviews. Listen to the customers (read) and take to heart why someone would take the time to post a review...this is not BS. This company needs to learn how to properly treat their customers and not harass them, go back on their word and then ultimately not help to rectify the situation when there is one. Save yourself the headache and take your business elsewhere.

Andy K.
Frisco, TX
70 friends
4 reviews
1 photo

6/18/2016

If I could give zero stars I would. I used them for 2 years and they KILLED my lawn. I tried all of their suggestions and it only cost me more money to fix what they messed up.

I spent $500+ replacing a bunch of my sod, and I have a bunch more to replace next year.

One time they showed up while my wife was home and they were gone in 2 minutes, so they may not have even been treating my lawn.

This season I went with someone else. Cost a little more but well worth it

Dr green killed my lawn.

Heather R.
Sachse, TX
50 friends
36 reviews
3 photos

2/27/2016

1. Killed my grass
2. Kept charging me after I cancelled and refused to give me my money back
3. Killed all my rose bushes
4. I believe that this company is a scam and they take your money and run. I can't believe that the owners aren't in prison. That is how bad this company is.
5. DO NOT even talk to these guys. It will be a nightmare for you, and they will continue to rob you using your bank accounts and credit card info.
6. They told me they would give me a credit and guess what? They charged me again!!!! Never gave me my money back.
7. If you want to have money stolen from you, use this service.
8. If you want your grass and plants to die, use this service.

Kandace R.
Frisco, TX
58 friends
12 reviews
5 photos

3/31/2016

Horrible customer service and lawn service! They burned our yard in the summer and committed to send someone out to evaluate, that never happened.

We cancelled service multiple times in November; today they came out again.

Beware!

Don't pay this company for weed control!

See all photos from Kandace R. for Dr. Green

Comment from Brandon H. of Dr. Green
Business Owner

7/29/2016 • We would love to talk and try to fix your concerns!
please give me a call at 800-465-2934 Ext 405

Bruno G.

5/16/2015 • **Updated review**

Carrollton, TX
0 friends
3 reviews
30 photos

The company GM called me the next morning and visited my property to evaluate the issues. They offered to repair all the damage.
Will keep this complain open until everything is resolved and will update with the progress.

5/12/2015 • **Previous review**

I contracted Doctor Green to take care of the lawn in my house. After 12+ months with them, I called… Read more

Damaged or Dead lawn caused by Doctor Green

Damaged or Dead lawn caused by Doctor Green

Damaged or Dead lawn caused by Doctor Green

See all photos from Bruno G. for Dr. Green

Victor T.
Fort Worth, TX
0 friends
26 reviews

2/17/2016

The service has improved my yard in a year. However, some of the sprays have no effect and need to be reapplied. Sometimes this causes billing issues. Also, the company calls last minute, sometimes as late a 8 pm before the day of arrival. I have kids and a dog so I have to clean up the entire backyard early in the morning or late night because of toys or things in the yard. Customer service is not too good with follow up or explaining things. Overall, it's an okay service but not sure I will continue it this year.

Update: I talked to them several times asking for a call before service. They never do it even after I threatened to cancel service.Ha..

Ben S.
Lewisville, TX
127 friends
3 reviews

10/20/2016 • **Updated review**

Another two weeks. Two more calls into the company and two more promises that a supervisor will call me back. No calls. Only a bill. It might be time to drive out there.

10/4/2016 • **Previous review**

We first called these guys to come spray a couple of trees that had spots on the leaves. We ended… Read more

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Ed M.
Grand Prairie, TX
1 friend
17 reviews
7 photos

8/26/2016

This is by far the worst company to ever deal with and to service for weeds. This place is a joke do not use do not give your CC info stay away . I'm leaving one star because no option for negative Yelp needs to add minus stars don't waste your time or money.....get hold of the BBB and report this to them maybe you will get something back at least keep others from getting burned

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Grace H.
Grand Prairie, TX
2 friends
7 reviews
3 photos

10/19/2015

Their customer service is horrible. They don't make appts, they just say they're coming within the next 2 days, expecting you to sit at home day and night waiting on them. We have a dog, so we need to know the time, to bring him inside and unlock the gate. We will NEVER use them again. BIG mistake!!

Also, they changed their customer service phone number 2 times in the 9 month we were with them, it was not easy to get a hold of them.

Kacie L.
Fort Worth, TX
0 friends
3 reviews
10 photos

4/29/2015

WHAT A JOKE!!! DO NOT USE THIS COMPANY UNLESS YOU WANT A DEAD LAWN!
We signed up for their services in the fall for treatment hoping our yard would be even better than it was the year before, all to prepare for spring. We came home to invoices saying our yard looked great, no weeds, when it was clearly visible that our yard was COVERED in weeds. They sent someone back out who essentially sprayed gasoline on our yard which completely killed our entire front and back lawn, now its spring and our lawn in brown and dead. Not to mention, when they came back and sprayed we couldn't even walk outside the rest of the evening because the smell was so strong and I am pregnant! We cancelled service immediately, asked for a full refund all they gave us was the part we had paid for but hadn't received services for yet since you have to pre-pay. We are now getting our attorney involved as I didn't pay to have someone come and kill my lawn, they have yet to give us a refund and when you call the office they tell you there is nothing they can do....check out all of the reviews on this site as well as the better business bureau, there is a reason they arent accredited. Interesting how everyone has the EXACT same thing to say. Mark Kintner is apparently the "office manager" at the office in Joliet, IL and was absolutely no help at all and tried to say the yard wasn't dead, just dormant.....what a joke!

Said the supervisor in the area was going to come by and look at our lawn, that never happened, each time I called Mark back to follow up on what he had previously told me would happen, nothing happened and they had no care in the world for customers. Their customer service is a joke! Told me the president Ryan was involved and had to approve our refund and we never heard a word.
The guys that sprayed the yard had no idea I worked from home and could see when they would come treat the yard, they didn't even cover the entire yard when treating it, were here for a few seconds and left and the guy looked high everytime he came.
DO NOT USE THIS COMPANY!
They are adveritisng a ton right now in the local DFW area on amazon local and through the mail, DONT SIGN UP, sad to think so many others in our area will get scammed!
UPDATE: The homeowner has amicably resolved our concerns and disputes with dr green.

my dead lawn after dr green treated it

my dead lawn after dr green treated it

my dead lawn after dr green treated it

See all photos from Kacie L. for Dr. Green

Tony I.
Crestview, FL
86 friends
4 reviews

3/27/2015

Did 1 year of service. Cost $300+. Was not worth it (basically no change to my lawn). They didn't honor their money back guarantee so I paid for that first worthless year.

After that, I dropped the service. However, they continued to treat in the second year and demanded payment. I continually asked them to stop treating and told them they would not receive payment. They are still applying treatments and calling me asking for payment.

They are the lawn care equivalent of the homeless guy who cleans your window at an intersection then asks for a handout. Except they want $75 each time they do it.

Stay away.

Terry W.
Wylie, TX
0 friends
28 reviews

3/22/2016

Don't use this company. I have tried to cancel and they are like a bad stalker ex that won't go away. I have recently filed a complaint with the BBB to try to simply get them to adjust my amount due to zero (for services never rendered) and to stop trying to service my lawn.

Mr. C.
Plano, TX
0 friends
12 reviews
3 photos

2/11/2015

Dr. Green severely burned our lawn when they applied weed control. The attached photos clearly shows the blackened grass as well as the slip-shod spray pattern. The initial Dr. Green representative concluded that the application caused the damage and the yard looked like a flame-thrower had been used. Dr. Green's president, however, concluded the change in our lawn was due to the grass becoming 'dormant'.

We have gotten the run-around with Dr. Green and have refused Dr. Green's offer to repair the damage since we have no confidence in their ability to perform any services without further damage. Even the refund check (~$350) promised by the company president did not arrive without having to re-contact the president.

It will cost us a lot of money, time and effort to repair the severe damage done to our yard by Dr. Green. In the mean time, our lawn remains an embarrassment to us and the neighborhood. Save yourself the headache, cost, and aggravation --- do not use Dr. Green!

Yard damage

Yard damage

Tricia D.
Benbrook, TX
1 friend

10 reviews
4 photos

7/7/2014

Terrible service. Lawn does not look like it's been treated after several applications. They do not always notify before they come so dog is in the back and they do not treat the back yard. They do not return phone calls or email.

Unfortunately I was stupid enough to prepay for a year without doing research first. I was told I could get a refund. I am trying to cancel the service and get a partial refund for future services not yet rendered and I "don't qualify for a refund." Of course, they stopped my services while they had to send it to accounting to ask about my refund (even though I said if I'm getting billed anyway go ahead and continue coming). They decided to not give me a refund, yet my account is frozen and they were never going to contact me to tell me.

Hai V.
Westlake, TX
273 friends
6 reviews

10/25/2015

Horrible lawn care service .. Do not used this service .. I been fighting with this so called family own business. They are a fraud due the fact I cancel on their lawn service which was not under contract . Never signed contact with Dr green and now they say I owe them money which is bs.. For all people who looking quality lawn service stay away from this company ... I am giving you head up ...

Sarah R.
Arlington, TX
0 friends
1 review

6/13/2014

Dr. Green is the worst company ever. These guys pop up without warning and treat your lawn. The main issue I have with this company is that I would like to be notified when arriving so that I can unlock my gate for treatment of my back lawn. A recording would call the day before and the next day the lawn people would pop up... and the recording states nothing about an appointment or do it give you the opportunity to reschedule. This was the biggest issue. I prefer a LIVE person call to make sure I'm home so that I could make proper arrangements to leave the gate unlocked for treatment.

after hearing the recording, a lawn care person would pop up the next day and treat the yard, but leave an invoice for the whole property. My thoughts is if you're not able to treat the whole yard, than do not bill me for the whole yard. After a couple times of this, I eventually cancelled and they continued to bill me for the whole property. I called and spoke with customer care and said that I'm not paying for the whole property b/c I have a lock on my gate and I did not leave it open for treatment b/c I didn't know you guys were coming. They ended up splitting the cost. I paid and they continue to call.

...and mind you that my lawn looks like no one has ever touched it. I had more weeds than ever....

so people please BEWARE and stay away from DR. GREEN. These guys are very unprofessional and your yard will not look any better after they've treated it.

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83 other reviews that are not currently recommended

Rich Property Maintenance
28 reviews

Guerrero Landscape
47 reviews

Advantage Lawn Service
7 reviews

See More **Landscaping in Carrollton**

Other Tree Services Nearby

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