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4.4

## Weed Man



4.4

[170 Reviews](#)[Write a Review](#) [Add To Project](#)

Category :

[Lawn Maintenance](#)

Address:

11 Grand Marshall Drive Scarborough , ON M1B 5N6

Owner/Manager:

Steve Stronge



## Weed Man

[telephone](#) [message](#) [Website](#)**Company Profile**

Let us AMAZE you. Weed Man is a network of locally owned and operated lawn care professionals providing environmentally responsible lawn care programs that help create the thick, healthy, beautiful and weed free lawn you have always imagined. For over 40 years, Weed Man's promise has always been the same: "We treat your lawn as if it were our own and provide you with honest and open communication".

What's new for 2012? We are offering our new and improved Natures Touch line of products such as...

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## Reviews for Weed Man

Show:

All 170 Reviews  Only The 5 Reviews With Photos  Sort Reviews by Photos First

### [weed Free](#)



[Mike](#) | May 01, 2012

We have been Weed Man customers for the past 4 years and are very happy with the service they have provided . 4 years ago our lawn was strangled by weeds and basically dead. Weed Man brought our lawn back to life and it remains lush and green to this day. Needless to say, we are very satisfied Weed Man customers.

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)

[Price & Advice](#)

Approximate cost of services:

Company response:

Thanks Mike. It's great to hear from some satisfied customers. Weed Man.

10

### [Do not recommend WEED MAN even to my foes](#)



[Kazim in Ajax](#) | Apr 30, 2012

=====Update #1 below===== May 7, 2012: Did I tell you that before submitting my review, I also sent a message to Weed Man Scarborough Manager "Steve" using this forum? Coincidentally Right after my original review was posted on May 2, several positive reviews popped up with the "thank you" responses from Weed Man. Funny how they are quick to thank happy customers (assume they're real customers), and ignore genuine complaints. After 3 days of not receiving call from Shane, I called and guess who I got? Saran, who recognized me, confirmed "Note on the account". He told me I am just being credited \$165 and NOT \$229 as Shane promised I would. Again he went back and forth with his manager and said they can do WEED Reapply for free and only \$165 credit. Oh God, how many times I have to tell them NO, I DON'T want any service anymore and give me my money back for services I DID NOT receive. I felt bad for Saran who was nice but had to be on the front line for company like Weed Man. FINALLY, he spoke to manager again to get me my credit. I told him I am recording the whole conversation and I called back again and Sparkle told me credit is in process. I even emailed Manager Scarborough "Steve" left my phone# but after 5 business day he has yet to return my call. I guess they know what people think of them. I now realize why people become rude with door-to-door salesperson. I am sure people do that because must have been through Hell with Weed Man OR companies alike. Just so you all know, during this whole ordeal with WEED MAN, I was NOT rude, didn't lost temper, swear, OR yelled at any Call Center Rep. I understand most of them are hard working people just trying to do their Job. If they don't have authority, they cannot provide real customer service when they see a need. =====First review below===== May 2, 2012: CONCLUSION: Dishonest, unreliable company providing below average Customer Service. Read online reviews before signing contracts with any company to get an idea. Btw, I just realized Weed rhyme with Greed and both should be treated professionally. I hired got Basic server (\$286~) I made huge mistake, I should have checked online for their reviews first or check with my neighbours and hire someone with good reputation. They came quickly for 1st fertilizer application but I had to call in twice to rush service for weed application. The day they were suppose to come for a 1st weed application, I did not see lawn sign nor was any envelope/literature left like it was when fertilizer was applied. When I called, customer service said service already done and gave me Service guy's name etc and said yes sometimes they don't leave paper work because they run out. I asked how I would know it's done or not so she agreed to send manager to inspect my lawn for weed application. 4 days later when I called, guy name Saran said they can reapply for free when I asked repeatedly I am only interested to know what happened to inspections results? H told me "Note on the account" says manager found out weed application was not applied, and now they can reapply no charge. He said summer students some time miss the lawn and apply to someone else's lawn. He had no answer for why someone did not call me and tell me, instead I had to call to find out. Instead he booked me for reapplication 2 days later I decided not to do any business with such company so I called to cancel and got Keisha. She told me I will be charged for Fertilizer (which is fair I did get the application) and weed application (which I never got), and rest will be credited. Both Keisha and manager Brian denied there is such a "Note on the account" specifying weed application was Not done so they cannot credit me for the weed application service. Instead both recommended me to get free reapplication since I am already paying for it, and won't get my money back for weed application. I agreed but next day I called again and decided Not to receive so called free application. I spoke to a GENTLEMAN named Shane who was extremely polite and honest employee. He confirmed "Note on the account" that weed application was NOT done; only ONE Fertilizer application was ever done, which is what I have been telling them. He tried to save me and offered me good service but I decided not to do any business with such a low level unethical company. I have dealt with Customer Service reps who really should not be in that business but 3 people ripping you off for \$60 odd dollar is beyond my understanding. Whole reason I signed with them to have no worries but I was making ph calls just to remind them and baby-sit if they do their Job or not. Shane agreed to refund my \$ minus the first fertilizer application which is fair since I never wanted to get full credit. After reading horror stories online, I wanted to make sure they don't charge me next year and come to my property ever again. He took me off the list. Still waiting for his call to confirm Cancellation is done. I think they should have more people like Shane to save the company from losing customers. I was not being unreasonable; just refund for services I did not receive. [read less](#)

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)

[Price & Advice](#)

Approximate cost of services:

Company response:

Thank you for taking the time to address your concerns to me. Please contact me anytime to discuss your concerns as I came back into the office Tuesday this week. I am available from 8am-Monday to apply Friday and Saturday, until I have Weed Man care for our customers, always need to be in the office and the wrong lawn was applied I am truly sorry for that error. If something unusually like this does occur the invoice

Any advice to offer fellow homeowners would not be aware that this error occurred until the owner of that home called us about this error or either of the other two who would have been responsible for the error. Under a contract of service, we have the right to be paid for the service we provided. If our customer calls to voice their concern that the service had not been completed, we would send a manager out to inspect the lawn for quality control reasons the very next day. My Assistant Manager has responded to the kind remarks my Customers have made, but I alone respond to any Customer concerns. Weed Man is a local company and we guarantee all of our services. I live in Ajax myself and take great pride in my community and the Weed man customers that are in it. Please when calling into my office refer to your Home Stars account. Steve Stronge Customer Service Manager 416-269-8333

0

## Keep Up The Good Work



[Steve](#)<sup>1</sup> | Apr 30, 2012

It's not too often that I write a letter to any one vendor as a result of my being happy with the service. In fact, I can think of many vendors I use almost on a daily basis that I'm dissatisfied with. I just wanted to let you know however that I have been a customer of your Weedman service for over 3 years now, and there's not a day that goes by where I regret it. Last summer my wife and I had several people come up to us and ask what our secret was because our lawn was growing at such a... [read more](#)

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:

Company response:

Thanks Steve, That's great to hear. Weed Man

10

## Best Experience



[Darren](#)<sup>1</sup> | Apr 30, 2012

My experience with Weed Man has been very positive. All the staff members are very easily approachable and helpful. Their knowledge and experience has been extremely helpful in helping maintain a healthy lawn. This is my best experience with any lawn care company I have experienced over the last 10 years.

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:

Company response:

Thanks Darren for your positive feedback. Weed Man loves to hear from our valued customer. We look forward to "Amazing" you this year.

10

## FALL FERTILIZER



[Mike in Acton](#)<sup>1</sup> | Apr 11, 2012

At the end of last season WEEDMAN called to ask if we wanted the fall fertilizer. We said NO but they showed up anyway and left a bill in my mailbox. When I called to complain they threatened to send it to collections. So I paid it. AND THEY WILL NEVER SET FOOT ON MY PROPERTY AGAIN.

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:

\$0.00

## weed control and lawn care



[Raza Abbas in Markham](#)<sup>1</sup> | Apr 01, 2012

This company is dishonest. I had to call and remind them for each application. Even then they missed one application and did not refund my money. The first time the person did not show up with the correct equipment. All other applications I had to remind them. Also when they showed up you had to remind them to go to the backyard and do the application. Overall I had a very unpleasant experience.

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
0 \$0.00

## Weed Man 2011 & 2012



[Grant D in Oshawa](#)<sup>1</sup> | Mar 29, 2012

2011 after telling Weed Man 5 times that the weeds are still on my grass after each application they kept sending out someone to redo the application. On my last application in 2011 I told them not to bother showing up since they could not get rid of the weeds. Guess who showed up unannounced in 2012? Yes the Weed Man with a bill for the first application. What a gimmick. So I called today and told them who requested your services and they said I never cancelled there services. See you in order court boys, enough of this bullshit [read less](#)

1 of 1 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
\$0.00

0

## weed services



[Dave Wulff in Thornhill](#)<sup>1</sup> | Mar 17, 2012

very concerned to read the reviews about weedman. Too similar to my experience. I want to cancel the program for 2012 and i see that they're pulling a negastive option program. If we don't hear from you , we're doing it and billing you , ( and then, apparently, hounding you for the \$\$). Then they make it so you can only call them live during their hours . No fax number, no way to send an email to them that I can see. These guys are well trained on how to maximise their "retention".

0 of 1 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
4 \$300.00

## lawn care



[Frank DiDio in Maple](#)<sup>7</sup> | Mar 15, 2012

I have never received so many compliments on my lawn, ever since i used weedman. My dad thinks my lawn is so great, he always says " i taught you well son !!!" its the best well kept secret in the family. Anybody looking for a care free company with no hassles, very professional service, get the weedman !!

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
 9 \$400.00

## Lawn fertilizing



[Dogan Sami in Markham](#)<sup>4</sup> | Mar 12, 2012

Pretty awful service, literally spent 2 minutes in backyard and then put a bill on my door even though we never asked for service in first place. Paid it first time and then they came again a few weeks later did same thing. Refused to pay for it this time and they threatened to file lawsuits even though service was never requested.

0 of 0 people found this review helpful. Helpful? [Yes](#) [No](#)  
[Price & Advice](#)

Approximate cost of services:  
 0 \$40.00

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## Service Area

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## Company Profile

Let us AMAZE you. Weed Man is a network of locally owned and operated lawn care professionals providing environmentally responsible lawn care programs that help create the thick, healthy, beautiful and weed free lawn you have always imagined. For over 40 years, Weed Man's promise has always been the same: "We treat your lawn as if it were our own and provide you with honest and open communication".

What's new for 2012? We are offering our new and improved Natures Touch line of products such as Polyon Technology Fertilizer (exclusive only to WeedMan) and Fiesta weed control with free unlimited re-applications. We are so confident in our service we are also including a money back guarantee – if you're not satisfied with the results, just give us a call and we'll be out to resolve the problem. If we don't resolve it to your satisfaction, we will refund your money for that treatment.

If you are one of our many happy customers, why not take advantage of our customer referral program. Refer a friend for a Weed Man program and both you and your friends will receive \$25 toward your seasonal program.

## Products & Services

### Products

Polygon Fertilizer (exclusive to Weed Man), Fiesta Weed Control

### Services

Lawn Care services that include Fertilizer, weed control, aeration, grub control, insect control, seed and feed and over seed.

### Brands

Fiesta Weed Control. All brands are Government approved and environmentally friendly products are used.

## Credentials & Financial Information

### YEAR ESTABLISHED

1970

### NUMBER OF EMPLOYEES

40

### RETURN POLICY

We provide unlimited reapplications – as well as a money back guarantee.

### PAYMENT METHOD

Visa, Mastercard, Cheque, Cash, Online banking.

### LICENSES

Landscape Ontario Member PLANET (Professional LandCare Network) Pesticide Operator License - Minis

### MEMBERSHIPS

Members of Landscape Ontario and IPM accredited

### LIABILITY INSURANCE

Yes

### WORKERS COMPENSATION

Yes

### PROJECT MINIMUM

There are no projects too small for Weed Man.

### BONDED

Yes

### WRITTEN CONTRACT PROVIDED

Yes

### WARRANTY TERMS

Government approved and environmentally friendly products are used.

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