

CUSTOMER FEEDBACK REPORT *for* Moon Valley Nurseries



REVIEW

Susan H.
Phoenix, AZ
Apr 15, 2020
★★★★★

Being new to AZ we did not know what would work in our yard. The 7th St location to the rescue. Matt & Stephanie came to our house to do a preliminary look which we finalized the next day walking through Moon Valley gardens. A couple of days later the tree trimming and planting crews arrived and in one day transformed our landscape into a 5 star resort. These people are the best!

19820 N. 7th Street | Suite 260
Phoenix , AZ 85024
(760) 445-3381

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Moon Valley Nurseries relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Moon Valley Nurseries in Phoenix, AZ; Las Vegas, NV; Mesa, AZ; Scottsdale, AZ; Chandler, AZ; Peoria, AZ; Surprise, AZ; Gilbert, AZ; Henderson, NV; Goodyear, AZ; and 1753 other cities in Texas, Arizona, California, Nevada, Utah, and 40 other states and provinces.

REVIEW

Phil L.
Fountain Hills, AZ
Sep 04, 2019
★★★★★

Andy was terrific handling an issue I had and Mathew was very helpful and professional when I showed up today. They stand behind their products. I am impressed and will use them again, for sure!

REVIEW

Janice H.
Phoenix, AZ
Jul 05, 2019
★★★★★

It was Travis of the installation group that helped me with a second tree. Gave me a good deal on it after I told him I had left a message for Denise that she claimed she did not get. If it wasn't for Travis I may not have give a good review or done business with Moon Valley again,

REVIEW

Chris M.
Chandler, AZ
May 30, 2019
★★★★★

Moon Valley planted a huge Pineapple palm that completely hid the house across the street. It's awesome. It looked so good I went back for a pair of med-fan palms.

REVIEW

David C.
Phoenix, AZ
May 24, 2019
★★★★★

I like how patient staff at Moon Valley can be.

REVIEW

Jim H.
Surprise, AZ
May 14, 2019
★★★★★

Purchased two flowering bushes last year that did not survive the winter. This spring I purchased a small citrus tree and Moon Valley reduced the price nearly equivalent to the cost of the two bushes which I felt was more than fair.

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REVIEW

Ginny F.
Phx, AZ
May 13, 2019



Marz gets an A+ for going way above and beyond what I expected and I highly recommend working with him. The quality of plants was also superior. The planting crew however forgot to bring a plant, broke 2 pavers, stepped on my irises, threw away pieces cut out of my artificial turf even though I specifically asked them to be saved, and even though it was very windy and I asked about securing the new palms they did not do it. So several palms fell over and one palm blew over completely and was uprooted later the same day. 2nd trip I received no prior notice of arrival time nor a door knock upon arrival. They just went into my yard (I have a dog) and they planted 3 beautiful and expensive cacti in the wrong place and overhanging the driveway with no water well so they have already been run over and the water runs down the hill so they are not thriving. They also put a plant smashed up against my retaining wall with its roots showing and no well for water retention so it's dying of course, and they dumped buckets of dirt on my property without permission.

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REVIEW

Bill S.
Gilbert, AZ
May 11, 2019



Staff at Moon Valley very accomadating and crew that did planting was great and they even came back to fix an irrigation leak!!!

REVIEW

Linda B.
May 09, 2019



When I buy items here there is always someone around to answer questions. The product is very good.

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REVIEW

Lana P.
Sun City, CA
May 09, 2019



This is completely inaccurate, I scored them a zero.
They do not deserve one star they deserve zero Stars!

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REVIEW

Dennis L.
Peoria, AZ
May 09, 2019



Knowledgeable and friendly staff; amazing selection
of plants and trees

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REVIEW

Tyce T.
Chandler, AZ
May 09, 2019



Manny was great to work with initially in considering
what we were looking for and helping us pick out the
right type of tree and the individual trees we wanted
to be delivered. The installation was on time and
smooth. Overall I'm happy with our experience.

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Henderson, NV; Goodyear, AZ; and
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other states and provinces.

REVIEW

Roy V.
Cerritos, CA
May 09, 2019



Moon Valley is awesome!!!

REVIEW

Ny M.
May 09, 2019



Place to go if you need questions answered.

REVIEW

Scott M.
Henderson, NV
May 09, 2019



Received a good quality tapu tree which has
flourished after planting. The location in the backyard
was on a slope. The team worked diligently to move
the 36" box tree into position for planting while
working past a wall and in-ground barbeque. The
team showed can-do attitude through out.

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REVIEW

Jon K.
Yucaipa, CA
May 09, 2019



We couldn't be more pleased with our decision to buy from Moon Valley. Our specimen trees looked great and the installation crew was the most professional, competent and friendly that we have ever had do landscape work for us. We highly recommend them for not only quality of plants but service on install and professional care guidance.

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REVIEW

Howard S.
Las Vegas, NV
May 09, 2019



The crew buried my drip system and I did not notice until they left. I then had to pay to have the lines dug up and the dribblers replaced as they were clogged with mud and unusable. Even if I had noticed before they left, the damage was already done. I'm not a landscape professional, that's why I overpaid your company for plants...to have your professionals make sure the job was done correctly. As a side note, I bought several more far less expensive palms, hired someone off of Craigslist to plant them, and my yard has never looked better. My Home Depot palms also look much healthier than the palms I purchased from Moon...and I didn't have to pay extra for a 1 year warranty.

REVIEW

Lindsay M.
Chandler, AZ
May 09, 2019



Manny is beyond amazing. Friendly. Helpful. If I could steal him away I would.

REVIEW

Dick W.
Surprise, AZ
May 09, 2019



The person we dealt with regarding a replacement plant was not at the store when we returned to receive the plant. The salesperson who waited on us was aware of the situation and completed our replacement in a cheerful and professional manner.

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REVIEW

Linda R.
Surprise, AZ
May 09, 2019



Crew was late but the office kept me updated. Office told me they would fu with me after and never did. I sent the gal an email with a picture of one of the bushes that I thought was planted crooked she never replied so I had to contact her again. Couldn't get anyone to look at it for over a week. Ended up being ok. Tree and bushes are doing well. After exploring prices felt I could of gotten the work done more cost effective.

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REVIEW

Sidney J.
Sun City, AZ
May 09, 2019



The desert tree we purchased from Moon Valley is what we wanted & expected. The crew doing its planting was professional, prompt, neat, and tidy. The foreman was able to answer all of our questions concerning its care.

REVIEW

Mary V.
May 09, 2019



I have made purchases, but have not had anything planted by the nursery.

REVIEW

Billy S.
Spring, TX
May 09, 2019



Well organized place with healthy plants to select from, exceptional management and staff for great customer service.

REVIEW

Judy T.
Chandler, AZ
May 08, 2019



Very helpful with tree selection.

REVIEW

John G.
Lakewood, CA
May 07, 2019



Overpriced sub quality tree.

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REVIEW

Lani P.
Las Vegas, NV
May 07, 2019



Moon Valley Nurseries sells top-notch trees and plants. The nursey sales team know their product and inventory. Their installation crews are friendly and professional. Big thumbs up!

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Rosa C.
Pico Rivera, CA
May 06, 2019



I will not be visiting Moon Valley Nurseries anymore. The Moon Valley charges for consultations. A fact that we dislike very much. If I would have known that your store charges for consultations, I would have taken my mother to another nursery. Also, one of your associates told me that other nurseries also charge for consultations (he mentioned Armstrong). I called Armstrong nurseries and they told me they do not charge. I consider this a blatant misrepresentation on the part of the associate that told me this! jc

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REVIEW

Veronica W.
Las Vegas, NV
May 06, 2019



Gus was excellent. I have worked with him a few times now and he is always helpful and full of knowledge. He is one of the main reasons we will keep coming back!

REVIEW

James C.
Summerlin, NV
May 06, 2019



Always quality products. Polite service and thorough review of whatever your interests are.