



LIMITED
WARRANTY

LIMITED WARRANTY TERMS & CONDITIONS

Effective Date: December, 19 2017



INTEGRITURF
PREMIUM SYNTHETIC TURF PRODUCTS

WARRANTY:

Integriturf, LLC. warrants our synthetic turf and putting green products against manufacturing or material defect for a period of up to **fifteen (15)** years for residential applications and up to 8 years on commercial applications. During the warranty period, if any portion of the turf loses more than 50% of its pile height or 50% of its blade thickness, Integriturf, at its discretion, will either issue a cash refund to the purchaser for the cost of the product, in the affected area(s) only, or, replace the affected areas with the same or comparable type product. Should Integriturf issue a cash refund to the purchaser, the refund will be calculated based on the footage of the affected area(s) only, excluding labor costs, and prorated on the following schedule:

Residential Applications:

YEARS 0 - 8 (100%); YEARS 9 - 12 (50%); YEARS 13 - 15 (25%)

Commercial Applications (athletic fields, commercial dog parks, indoor cages, crossfit and indoor gyms)

Platinum Heatmaxx Products: YEARS 0 - 4 (100%); YEARS 5 - 6 (50%); YEARS 7 - 8 (25%)

EXCLUSIONS & LIMITATIONS:

1. This warranty applies only to synthetic turf product and does not give any consideration or guarantee to the installation workmanship, turf accessories, sub-base, drainage, weed prevention, or any consequential impact to the turf caused by, but not limited to:

- (a) Burning, melting, or discoloration as a result of U.V. reflection from adjacent windows or other reflective surfaces. It is the sole responsibility of the purchaser to predetermine if there is any potential for melting and to remedy any such possibility prior to installing synthetic turf. **EXCEPTION: all Platinum Heatmaxx products are exempt from this limitation and will be warranted against reflective U.V. burns.**
- (b) Damage to products during shipping or transport by either the purchaser or any third-party delivery agent. Any claim arising from damaged goods during transport should be filed against the shipping agent. It is the responsibility of the purchaser to inspect all deliveries upon arrival to ensure product is in good condition and without defect and of the correct quantities. Once the delivery has been accepted, damaged material will not be returnable or refundable.
- (c) Damaged caused by improper maintenance, application or usage of chemicals, cleaning agents, herbicide, power tools and equipment, vandalism, vehicular traffic, significant weather events or acts of God, tree roots, flooding, gophers, rabbits or other circumstances outside the reasonable control of Integriturf.
- (d) Slight changes in color of face or thatch yarns can occur in synthetic turf over time and are not considered a manufacturing or material defect.
- (e) Matting / flattening of the turf fibers is a common occurrence with synthetic turf, particularly in high-traffic areas, and is not considered a defect. High traffic areas should use a higher density product that will perform better than lower density products. Please follow maintenance and grooming recommendations regarding turf matting

- 2. Claim amounts will be limited to the original purchase price and under no circumstances will Integriturf, LLC. be responsible for any indirect or compensatory damages, including but not limited to: Installation labor costs, accessory material costs (i.e. nails, glue, infill, etc.), lost profits, wages, revenue or opportunity costs.
- 3. Turf remnants, discount products or products sold "as-is" with known visible irregularities are not covered under any warranties.
- 4. Turf damaged as a result of improper installation, or, the installation of turf in an area that is considered by industry standards as unsuitable for synthetic turf are not covered under any warranty.
- 5. Areas where pets urinate or defecate will require ongoing and routine maintenance to control odor and disinfect the turf. Foul odors caused by urine and feces is not considered a defect is not covered under warranty.



WARRANTY REGISTRATION & CLAIMS:

To be eligible to submit a claim, you must first register your warranty by completing and emailing the attached registration form to support@integriturf.com, or, by mailing it to our corporate office at 992 Rancheros Dr. Suite A. San Marcos, CA 92069.

All claims must be submitted in writing via email or postage mail within 30 to 60 days of discovering the defect. All submissions must include

- (1) The warranty claim form.
- (2) Proof-of-purchase with a copy of the receipt or invoice.
- (3) Supporting pictures presenting different angles, close ups of the fibers and wide view shots of the entire area, including surrounding structures, trees or other elements.





WARRANTY REGISTRATION FORM

Effective Date: December, 19 2017

PURCHASING INFORMATION:

FIRS & LAST NAME OF PURCHASER: _____

ADDRESS: _____

CITY / STATE / ZIP: _____

PHONE / EMAIL: _____

DATE OF PURCHASE: _____

PURCHASED FROM:
A DEALER, INSTALLER OR DIRECT? _____

INVOICE / PURCHASE ORDER # _____

NAME OF PRODUCT PURCHASED: _____

NAME OF INSTALLATION COMPAMY: _____

Check one of the following options:

- Residential (single family home, multi-family common areas, HOA common areas, etc.
- Commercial: Athletic field or agility area, commercial pet facility, school or other daily high-use area used in a commercial setting.

Check one of the following options:

- A licensed installation contractor installed my synthetic turf.
- I installed my own turf as a Do-it-Yourself project.

Application or intended use of your synthetic turf:

- Landscape area - front or backyard lawn
- Playground (residential or commercial) - heavy traffic
- Pet area / dog run
- putting green

PURCHASER'S SIGNATURE:

DATE:





Please complete and email form to: support@integriturf.com

WARRANTY CLAIM REQUEST FORM

Effective Date: December, 19 2017

CUSTOMER INFORMATION

FIRS & LAST NAME: _____

CUSTOMER ADDRESS: _____

CITY, STATE, ZIP: _____

CUSTOMER EMAIL: _____

PHONE NUMBER: _____

INSTALLATION PROVIDER NAME: _____

PROJECT ADDRESS:
IF DIFFERENT FROM CUSTOMER ADDRESS _____

PRODUCT INFORMATION

DATE OF PURCHASE
OR INSTALLATION: _____

RECEIPT OR INVOICE # _____

TYPE OF TURF PURCHASED: _____

PROJECT SQUARE FOOTAGE: _____

USE OF TURF AREA:
LAWN, PLAYGROUND, PET AREA, ETC... _____

DESCRIPTION OF PRODUCT DEFECT: _____

Please complete the above requested information and email to support@integriturf.com or, you may mail it to:
Integriturf, LLC.
992 Rancheros Dr. Suite A
San Marcos, CA 92069

- Accompanying this claim form, please include the following:
- (1) Proof of purchase, copy of the original receipt or invoice number.
 - (2) Pictures of the defective areas, including close-up images of the turf fibers and broad-view images clearing showing the project area with adjacent structures and trees and other surroundings.

