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Turf USA Synthetic Turf 25-Year Limited Warranty

Congratulations on your purchase of Turf USA synthetic turf! We are confident in the quality and durability of our products, and we stand behind them with our 25-Year Limited Warranty. Please review the terms and conditions of the warranty:

1. Coverage: This warranty covers your Turf USA synthetic turf against the following:
 - Ultra-violet (UV) degradation: The turf over time may have slight color changes but will resist UV degradation, ensuring long-lasting color and structural integrity.
 - Quality assurance: The turf is manufactured using high-quality materials and meets our stringent quality standards.
 - Stain resistance: The turf is designed to resist staining from common substances such as pet urine, food spills, and organic matter.
 - Texture retention: The turf will maintain its original texture and feel, providing a consistent and pleasant surface.
 - Abrasive wear: The turf is built to withstand regular foot traffic and use without significant wear.
2. Exclusions: This warranty does not cover the following:
 - Damage caused by reflection from windows, vinyl or metal fences, metal beams, poles or blocks, metal or plastic furniture or playgrounds, concrete/stucco walls, or other reflective surfaces.
 - Damage resulting from the use of improper chemicals, cleaning agents or methods that may cause discoloration or degradation of the turf.
 - Damage caused by exposure to chemicals containing halogen group elements, high-intensity herbicides, pesticides, or chemical run-off.
 - Damage resulting from improper installation, misuse, neglect, or failure to follow the maintenance guidelines provided by Turf USA.
 - Labor for replacement or other non Turf USA supplied material component costs associated with the claim
3. Warranty Claim Process: If you believe your turf is experiencing issues covered by this warranty, please follow these steps:
 - Notify Turf USA of the issue within 30 days of discovery by contacting our customer service department.
 - Provide proof of purchase and any relevant documentation to support your claim.
 - Turf USA may request additional information, such as photographs or samples, to assess the claim.
 - Turf USA will evaluate the claim and, if deemed valid, provide a resolution as outlined in the warranty.
4. Resolution: In the event of a valid warranty claim, Turf USA will, at its discretion, either repair, provide replacement material for the affected turf or provide a prorated refund based on the remaining warranty period. Turf USA does not provide compensation for cost of labor associated with any warrantee claims.

Please note that this warranty is non-transferable and applies only to the original purchaser of the Turf USA synthetic turf.

At Turf USA, we are committed to delivering superior products and ensuring your satisfaction. If you have any questions regarding this warranty or need assistance, please contact our customer service department.

Thank you for choosing Turf USA for your synthetic turf needs. We look forward to serving you.

Sincerely,
Turf USA

Affective 1/1/2025