Turf USA Synthetic Turf 25 Year Limited Warranty

Effective date: November 19, 2026. This edition applies to covered turf orders accepted on or after its publication. Earlier purchases retain the warranty applicable at the time of purchase; this edition does not reduce previously granted coverage. Turf USA is the warrantor and may be contacted at sales@turfusa.com, (888) 909-5679, or 506 NW 77th Street, Boca Raton, FL 33487.

1 Eligible purchaser and warranty period

This limited warranty applies only to the original purchaser who purchased the covered Turf USA synthetic turf directly from Turf USA. It is non-transferable. Coverage lasts 25 years from the date on Turf USA's original sales invoice for the covered product, subject to the provisions below.

If an installer or reseller purchased the turf from Turf USA, the homeowner or property owner must contact that purchasing installer or reseller regarding a warranty complaint. The purchasing installer or reseller must submit and coordinate the claim directly with Turf USA. If a homeowner or property owner purchased directly from Turf USA, that purchaser may submit the claim directly. These eligibility provisions do not limit rights that applicable law does not permit Turf USA to exclude.

2 Covered products and coverage

This limited warranty covers Turf USA synthetic turf purchased directly from Turf USA. It does not cover installation supplies, infill, adhesives, seam tape, edging, synthetic ivy, lighting, or other non-turf products. Any separately provided written warranty for another product applies according to its terms.

Under proper installation, normal intended use, and maintenance consistent with Turf USA's published guidelines, the covered turf is warranted against manufacturing defects affecting quality; UV degradation materially affecting color or structural integrity; staining from common substances such as pet urine, food spills, and organic matter; loss of texture and feel; and significant abrasive wear from regular foot traffic. Slight color changes over time are not by themselves a covered UV defect.

3 Exclusions

This limited warranty does not cover damage caused by reflected or concentrated heat from windows, vinyl or metal fences, metal beams, poles or blocks, metal or plastic furniture or playground equipment, concrete or stucco walls, or other reflective surfaces.

It does not cover damage caused by improper chemicals, cleaning agents or cleaning methods; chemicals containing halogen-group elements; high-intensity herbicides or pesticides; chemical runoff; improper installation; misuse; neglect; or failure to follow Turf USA's applicable maintenance guidelines. An exclusion applies to the extent the stated cause produced the claimed damage.

Replacement labor and the cost of materials or components not supplied by Turf USA are excluded to the extent permitted by applicable law. Installation workmanship is the responsibility of the separately engaged installer. These exclusions do not eliminate non-excludable statutory rights.

4 How to submit a claim

The eligible direct purchaser must notify Turf USA in writing at sales@turfusa.com within 30 days after discovering a potential covered defect. Include the Turf USA invoice or other proof of direct purchase, product name, quantity affected, installation location and date if available, a description of the issue, and clear photographs. Preserve product labels, affected material, and relevant installation and maintenance records. A homeowner who did not buy directly must provide this information through the purchasing installer or reseller.

Turf USA may reasonably request additional photographs, samples, records, or access to inspect the affected turf. Do not discard affected material before Turf USA has had a reasonable opportunity to evaluate the claim. Stop further installation of affected material and take reasonable steps to prevent avoidable additional damage. The delivery-inspection deadline and voluntary-return restrictions in the Terms and Conditions do not extinguish otherwise valid claims for hidden covered defects discovered after cutting or installation.

Turf USA will evaluate the information, communicate any reasonable additional requirements, and notify the eligible purchaser of its determination and proposed remedy within a reasonable time. Applicable statutory notice and remedy requirements remain effective.

5 Remedies and refund calculation

For a valid covered claim, Turf USA will, at its option, repair the affected turf, provide replacement material for the affected turf, or provide a prorated refund based on the remaining warranty period. These remedies apply to the affected turf and do not promise replacement of an entire installation where only part is affected. If the original style is unavailable, Turf USA may offer a reasonably comparable replacement; an exact dye-lot match is not guaranteed.

A prorated refund equals the original purchase price paid to Turf USA for the affected turf multiplied by the fraction of the 25-year warranty period remaining when the eligible purchaser first notifies Turf USA of the covered defect. Elapsed time is measured from the original invoice date, using actual calendar days through the 25th anniversary. For example, a covered claim notified exactly 5 years into the period has approximately 80% of the period remaining. Applicable tax adjustments will be handled as required by law.

A repair or replacement continues the remaining original warranty period and does not restart a new 25-year period, except where law requires otherwise. Turf USA will identify any proposed shipping or handling arrangements and charges before implementing the remedy; no charge will be imposed where prohibited by law. Labor for removal, installation, or replacement is not covered to the extent permitted by law. No provision limits a remedy where doing so is prohibited by law, including if a limited remedy fails of its essential purpose.

6 Other rights and applicable documents

THIS IS A LIMITED WARRANTY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, TURF USA EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST BUSINESS, AND REMOVAL, LABOR, AND INSTALLATION COSTS. This exclusion does not apply to liability that cannot lawfully be excluded, including applicable claims for personal injury, fraud, gross negligence, or willful misconduct.

No disclaimer of implied warranties applies where prohibited by applicable consumer warranty law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This written warranty controls warranty coverage and remedies over inconsistent general sales terms or website summaries. Resellers and installers may not expand or alter Turf USA's warranty on its behalf without written authorization. Any separate warranty an installer gives its customer is that installer's obligation. Free copies of this warranty and applicable care guidelines are available before purchase and upon request from Turf USA.