



15 Year Limited Warranty

WARRANTY EFFECTIVE ON PURCHASES MADE AFTER 01/01/2018
Titan Turf Supply Limited Warranty Rev. 01/01/2018

Titan Turf Supply, Manufactures Warranty, is as follows if you have purchased synthetic grass from **Titan Turf Supply** directly. This warranty is nontransferable without written consent from **Titan Turf Supply**.

Titan Turf Supply will warrant the synthetic grass we have manufactured and supplied proves to be defective and materials or workmanship resulting in premature wear, during normal use of the product, within 15 years from the date of manufacture, or suffers significant fading, breakdown or degradation due to exposure to natural ultraviolet rays within the same Fifteen-year period. **Titan Turf Supply** at its sole option either will repair or replace the affected area without charge to the purchaser, or we will issue a credit equal to the cost of the synthetic grass materials.

In the event that **Titan Turf Supply**, elects to issue a credit in lieu of a repair or replacement, said credit shall only apply to the affected area of synthetic grass giving rise to the claim. The credit shall be issued to the retainer, as a percentage of the replacement cost of the new synthetic grass of the same or comparable quality. The credit will be good only toward the purchase of **Titan Turf Supply** synthetic grass. There will be no cash payment. Proration is as follows.

Residential Installations, landscaping and putting greens, proration as follows; (Years 1 through 7, are 100%) (Years 8 through 10, are 50%) (Years 11 through 12, are 25%) (Years 13 through 15, are 10%).

Commercial Installations, playgrounds, pet areas, sidewalk and street medians, proration as follows; (Years 1 through 4, are 100%) (Years 5 through 7, are 50%) (Years 8 through 10, are 25%) (Years 11 through 12, are 15%) (Years 13 through 15, are 5%).

The following are specifically covered against and within the scope of this warranty:

- UV degradation
- Fiber Strength
- Stability of Backings,
- Yarns and Tuft Bind.

Titan Turf Supply Warrants that the artificial grass, when installed and maintained as recommended, or retain at least 50% of its pile fiber. If any area or portion of the turf substantially changes, as distinguished by a change in texture, or if the pile height decreases to less than 50% of its initial height during the warranty, **Titan Turf Supply** will have all such areas or portions replaced with new turf of equivalent quality, excluding installation costs.

This warranty is for first quality products only and not sold as second or irregulars.

A licensed **Titan Turf Supply** authorized, synthetic grass installer must have installed this grass for the warranty to be valid.

Exclusion include:

- Abuse and or misuse, normal wear and tear.
- Damage, directly or indirectly by accident vandalism, machinery, animal, fire, chemical spills, acts of God, excessive static or dynamic loads, faulty or improper sub surface preparation, sub surface failure, the use of unauthorized fluids or cleaning methods.
- Damage from localized heating, like highly reflective surfaces such as energy efficient windows and glass doors and mirrors. Metal objects placed directly on the synthetic grass that may heat up more than 190° from direct sunlight.
- **Warranty does not include matting of any type to the synthetic grass regardless of cause.**
- Unrolled synthetic grass rolls that are uncovered in the direct sunlight may heat the backing up enough to affect the color and stitch fibers of the synthetic grass within the roll.
- Slight color changes will occur over time, and the artificial grass product and is not considered a warranty issue.
- This warranty does not include installations on uneven surfaces, rooftops, wood decks, dirt, concrete, asphalt or pavers. All installations must be over a minimum depth of 2 ½ inches crushed rock or decompose granite as a base.
- Damages caused by vehicular traffic.
- This warranty will be in effect from the date of the purchased material and all claims of streaking, dark, or light lines must be brought to our attention immediately. A minimal color change of synthetic grass over the life expectancy is not considered a warrantable issue.
- This warranty is valid only when the synthetic grass is maintained according to the Synthetic Turf Council's (STC), recommended turf maintenance procedures. A fact sheet and cleaning maintenance list will be provided to the customer.

Synthetic grass is made from a plastic fiber and may feel different from living/real grass. The feel of the grass and softness or stiffness may change depending on the outside temperature or direct sunlight. Stiffness of the synthetic grass is not covered by the warranty.



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- This warranty is only for the synthetic grass and not the installation, nails, infill, subbase, or weed barrier. This warranty does not include labor or poor craftsmanship by the contractor. The “contractor/licensed installer” must also consider adequate drainage to slope the area at a minimum amount of 1% grade away from the home or structures unless drains are in the area and are proved to be in working order. Area drains should not be covered by the synthetic grass and should be cleaned out regularly.
- **Titan Turf Supply**, specifically excludes and will not pay consequential or incidental damages under this warranty. This includes damages arising out of or in connection with the use or performance of the synthetic grass including, but not limited to the damages of economic loss, expense, personal injury, etc.
- This warranty does not cover all synthetic grass installed by **Titan Turf Supply**, as **Titan Turf Supply** is also a contracted company and installer of synthetic grass for other manufacturers. (product warranties may differ) Be sure to download or ask for your manufacturer's warranty prior to an installation or proposal acceptance from **Titan Turf Supply**.
- Replaced synthetic grass covered by the warranty will continue the proration of the original installation date.

CLAIM PROCEDURE:

- This warranty is only extended to the original purchaser and nontransferable.
- Purchaser must promptly inspect all products upon delivery or pick up from **Titan Turf Supply**. **Titan Turf Supply** shall be notified immediately and if the purchaser fails to properly inspect and identify the product defects, shortages, or non-conformities which are discoverable by inspection within 15 days of the delivery date, purchaser shall be deemed to have accepted the products “as is”. **Titan Turf Supply** shall have no obligations or liability with respect to such defects, or shortages.
- Any claims under this warranty must be submitted in writing to **Titan Turf Supply** by the purchaser within 15 days after discovery of the alleged defect, in the event that the purchaser failed to notify **Titan Turf Supply** in 15 days, the warranty will be considered void.

Warranty claims must be submitted with a copy of the original receipt and accompanied with the warranty provided by **Titan Turf Supply**, in effect of the executed contract.

All claims must be accompanied with photos and must be signed and submitted in writing.

WARRANTY PERIOD

This warranty must be registered within 60 days of the original purchase date.

To register, the customer must provide the following information:

- a) Project Owner/Warranty Owner first and last name
- b) Address of installation
- c) **Titan Turf Supply** product
- d) Name of Supplier (ex. **Titan Turf Supply** store, licensed installer, licensed retailer, etc.)
- e) Original Invoice number of purchase from **Titan Turf Supply**
- f) Original Invoice date of purchase from **Titan Turf Supply**
- g) Name of Purchaser (may be the same or different from project owner)
- h) Copy of receipt of original purchase if not purchased directly from **Titan Turf Supply**

To Complete Warranty Registration you may

- a) Submit at the online registry on our website www.TitanTurfSupply.com
- b) Request a warranty card, fill out and mail to 29021 Ave. Sherman, Unit 111 Valencia, CA 91355

This Warranty shall be in force and remain in effect for a period of fifteen (15) years beginning on the date of invoice (“Effective Date”).