



Titan Turf Supply Headquarters
29021 Avenue Sherman | Unit 111
Valencia, CA 91355
Phone: (661) 310-7962
titanturfsupply@gmail.com
<https://www.titanturfsupply.com>

Business Terms & Conditions | Overview

- **Warranty Policy:** it is the purchaser's responsibility to read the warranty in order to understand what is and is not covered, the claim procedures, and other particulars. The Warranty can be emailed to you as an attachment or visit this webpage to view: <https://titanturfsupply.com/wp-content/uploads/2018/01/TitanTurfSupply-Warranty.pdf>
- **Warranty Registration:** it is the purchaser's responsibility to register the warranty. This may be completed online or via mail. Alternatively, the Warranty Registration Card can be provided to you at our business location and/or it may be registered using the following link: <https://www.titanturfsupply.com/warranty-reg/> .
- **Return Policy:** it is the purchaser's responsibility to fully read and understand the return policy. Many items cannot be returned. After the item(s) has/have been inspected, and if Titan Turf Supply ("Company") agrees to accept the return, a restocking fee equal to 25% of the original purchase price of the item(s) will be charged. All returns are subject to inspection by Titan Turf Supply. Items will not be accepted or approved for return if synthetic grass is cut, used, or damaged in any way. Accessories and other products may not be accepted for return if they are used, damaged, unclean or for any other reason Titan Turf Supply finds them to be unacceptable.
- **Delivery Service Cancellation/Delay Charge:** if the purchaser cancels or delays the delivery of turf and/or other items, a Cancellation/Delay Charge of \$50 may be charged. This charge may increase to an amount equal to the FULL DELIVERY CHARGE depending on the circumstance.
- **Warehousing Policy:** for orders that have not been picked up on the same day they were purchased, or the agreed upon time period, Company may charge the purchaser an amount equal to \$25 per day, beginning the day following the agreed upon pick-up/delivery date. This \$25 storage fee will be charged per roll of turf and/or per item purchased.
- **Delivery/Shipping Policy:** Due to the oversized nature of items that Titan Turf Supply sells, the buyer is responsible for unloading the purchased items from the delivery truck. Please note that turf rolls are typically offered in 15' widths, and Titan Turf Supply provides "curbside" delivery only.

Please note that turf rolls are available in 15' widths, unless otherwise noted. Titan Turf Supply can cut turf rolls to the customer's desired length, to the nearest whole foot, but the width will remain 15' unless otherwise noted. Titan Turf Supply offers the first turf cut free of charge. Any requested turf cuts beyond the first one will be at an additional cost to the purchaser.

All discounted sales, product specials, and remnant turf rolls are sold with no returns or exchanges for any reason. These sales are final and sold in "as is" condition with no returns, exchanges or warranty.



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Purchasers should verify products are acceptable before cutting, altering or installing them. No warranty, returns or exchange claims will be accepted after the turf/products has been installed or altered. Purchaser must notify Titan Turf Supply of any damage and/or incorrect products received within 2 days of delivery/pickup.

Titan Turf Supply does not provide installation labor, nor do we subcontract installations. Company will not be held responsible or liable for any installation claims.

Unopened, unaltered, and uninstalled product may be returned in its original packaging in good condition within 2 days of delivery/pickup. Purchaser is responsible for the return shipping/transport costs. A restocking fee of up to 50% of the original purchase price may be charged if Titan Turf Supply has approved the return or exchange. The purchaser must notify Titan Turf Supply in writing within 2 days of receipt of products in order to obtain a Return Authorization. No returns or exchanges are allowed for custom turf orders.

All product specifications are standard and may vary slightly due to manufacturing tolerances and material availability. For example dye lot coloration, tuft gauge, etc.

All pictures of turf products are representative of the general look and color of the turf and may not be actual.

Artificial turf and other product prices are subject to change without notice.

Titan Turf Supply may issue a credit or replace any damaged products that fall within the scope of the Titan Turf Supply standard warranty. Buyer agrees that Titan Turf Supply's liability is limited only to the portion of the product that is deemed to be damaged by Titan Turf Supply.

In no event shall Titan Turf Supply be liable, whether in contract or in tort (including negligence) or under any other legal theory (including strict liability), for the loss of goodwill, profits or revenues, personal injury, loss of use or similar economic loss, or for indirect, special, incidental, consequential, punitive or similar damages arising out of or in connection with the use, defect, condition, possession, performance, maintenance, non-delivery or late delivery of the products. In no event shall Titan Turf Supply Inc.'s aggregate liability exceed the sum of the amounts actually paid by Buyer to Titan Turf Supply. Seller also disclaims any implied warranties in fact or by law or otherwise, including without limitation, any implied conditions or warranties as to merchantability or fitness for a particular purpose.

Any claims by Buyer for defects or nonconformance must be reported to Titan Turf Supply in writing along with pictures and written explanation within 2 days of the first original delivery/pickup date. Buyer agrees to settle any dispute or claims directly with Titan Turf Supply in strict accordance with the terms and conditions listed above from Titan Turf Supply.



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Shipping Policy

Titan Turf Supply requests that customers carefully consider shipping costs. Please contact us directly to obtain a shipping quote prior to your purchase.

Due to the oversized nature of the products Titan Turf Supply offers, the buyer is responsible for unloading the purchased items from the delivery truck.

- Most turf products are typically offered in 15' widths.
- Titan Turf Supply offers “curbside” delivery only.
- The customer, or a representative of the customer, must be available and onsite to help offload the delivered items.
- Turf rolls may be cut to the customer’s desired length, in whole foot increments.

Return Policy

Titan Turf Supply appreciates your product orders and we recognize there may be valid reasons to request a return of turf and/or other accessories. Synthetic grass and/or accessory purchases may be 100% refundable. For synthetic grass, consideration will be given if the synthetic grass has not been cut to order and/or has not been shipped. Once an order leaves our warehouse, the order may not be refundable. Once the synthetic grass is cut to the ordered length, it is non-refundable even if it has not been shipped. Labor, delivery and/or installation services are not refundable.

Titan Turf Supply may accept returns on full rolls that have not been cut, used, altered or damaged. Prior to visiting our business location, please contact Titan Turf Supply to discuss any return request as pre-approval by Titan Turf Supply is required. If Titan Turf Supply approves the return/exchange request, the buyer is responsible for return shipping arrangement and shipping costs. Titan Turf Supply will charge a restocking fee equal to 25% of the original purchase price for items it agrees to restock. All returns are subject to inspection by Titan Turf Supply. Returns/exchanges will not be accepted or approved for return if the synthetic grass is cut, used, altered or damaged. Accessories and other products may not be accepted for return if they are used, damaged, altered, clean or for any other reason Titan Turf Supply finds unacceptable. The products must be returned within 3 days of purchase and/or agreement to purchase, accompanied by a valid sales receipt and proof of payment.

To be eligible for return, the following conditions must be met:

1. Synthetic Grass orders: BUYER MUST UNROLL AND THOROUGHLY INSPECT ALL SYNTHETIC GRASS PRODUCTS PRIOR TO CUTTING AND/OR INSTALLING THEM. IF THE BUYER ATTEMPTS TO INSTALL AND/OR CUT THE SYNTHETIC GRASS PRODUCT, BUYER IMPLICITLY ACCEPTS THE PRODUCT AND CANNOT RETURN OR EXCHANGE IT. Buyer should read the product warranty in order to understand what is and is not covered. For example, color variation from one turf roll to another is typical as they are manufactured in different batches. Color variation is not covered under warranty and is not an acceptable reason for return and/or exchange. The product warranty can be found on our website at www.TitanTurfSupply.com.
2. All products must be returned in their original condition and cannot have been altered, damp, damaged, or installed.
3. Returns can only be made by the original purchaser of the materials.
4. Products must be returned to the same business location where the purchase was made.
5. If the purchase was made via credit card, the original credit card must be presented at the time of the return request.