



5 Year Limited Warranty

Turf Design supports its products with limited warranties that provide coverage as outlined below. Products are rigorously tested and certified to meet stringent industry standards. In the unlikely circumstances that a product requires servicing, Turf Design responds promptly. All Turf Design products are warrantied for five years from the delivery date of the order as set forth below.

How do you get service?

To submit a claim directly, please contact Turf Design at 844.TURF.OMG

How does state law apply?

This limited warranty gives you specific legal rights and you may have other rights, which vary from state to state. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages or a limitation on how long an implied warranty lasts, so the limitation or exclusion herein may not apply to you.

Qualifications

- Limited warranty applies only to the original owner/purchaser of the product, and is not transferrable
- All claims under this limited warranty must be communicated to a local authorized service agent or distributor of Turf Design products
- Turf Design reserves the right to determine the cause of claim and to address any claims under this limited warranty
- Financial reimbursement will not be paid for any work carried out by an unauthorized third party
- The express warranties contained herein are in lieu of all warranties for products using adhesives

Exclusion from Limited Warranty

- Normal wear and tear (scratches, etc.) and/or user abuse
- Any damage resulting from improper cleaning**, exposure to chemicals**, moisture, heat, or direct sunlight
- Damage from improper installation
- Modifications made to product after initial shipment that were not sanctioned by Turf installation instructions or in writing prior to shipment
- Labor charges for installation or removal
- Differences between samples or product photographs and actual product purchased
- Warranty claims made more than thirty (30) days after first observation of failure that would give rise to a warranty claim

WARRANTY

Turf warrants its products to be free from defects in workmanship and to conform to the written descriptions contained in the approved order documents for a period of sixty (60) months following delivery. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY THAT THE PRODUCT SHALL BE FIT FOR A PARTICULAR PURPOSE OR ARE MERCHANTABILITY, ARE HEREBY EXCLUDED. Turf shall be entitled to inspect any products to determine coverage under this warranty. Defective products may be returned to Turf at your expense after inspection by Turf or its designated agent and only upon receipt of definite instructions from Turf. Turf will repair or replace products found to be defective without charge, but Turf shall not be liable for loss or damage (including, without limitation, general, special, consequential, incidental and/or punitive damages) directly or indirectly arising from the purchase, use, installation, removal, or replacement of the products, from breach of any warranty or from any other cause, the exclusive remedy against Turf being the replacement or repair of products found to be defective. Turf does not authorize any person to assume or extend any other warranty obligation or liability on its behalf. Warranty claims must be made, in writing, within thirty (30) days of first observation of failure that would give rise to a warranty claim.

**Please refer to [Turf Cleaning Guide](#)