



1. **Restrictive Assurance.** Thanks for purchasing artificial turf from **AZ Turf Suppliers, LLC**. We assure that, under normal conditions, our product can maintain its stability and durability within the warranty period and meet the requirements of use.
 2. **Warranty Period. 15Years** (*compensation percentage decreases along with warranty period extension*); 1st -6th Years (100%), 7th -10th Years (50%), 11th-15 Years (25%).
 3. **Exception.** The warranty does not apply for the following conditions:
 - a. If the product is used for commercial (other than general, light-duty landscaping), playgrounds, or sport fields. This product is not a sport turf qualified product and should only be used in residential or light commercial applications.
 - b. Without timely maintenance, inappropriate maintenance methods or damage caused by improper repair.
 - c. Normal wear and tear.
 - d. Damage caused by motor vehicles, such as tractors, ATC's, quads, utility vehicles, wagons, animals (*other than domestic pets*), and livestock.
 - e. Defects or damage caused by the following reasons:
 - i. Burning, cutting, accidents, vandalism, abuse or neglect of maintenance;
 - ii. Improper site design or improper pavement, or damaged or worn by improper foundations;
 - iii. Damage due to improperly designed drainage system;
 - iv. Damage caused by excessive use of the site;
 - v. Using improper footwear or sports equipment
 - vi. Abrasion caused by high friction sports equipment;
 - vii. Products of poor wear-resistant properties are used in playgrounds, sports venues and other areas of high-frequency trampling;
 - viii. Using improper cleaning methods;
 - ix. Use chemical cleaning agents, herbicides, pesticides or solvents and other corrosive substances to touch the lawn;
 - x. Use of infill products of an incorrect grade.
 - xi. Failure to maintain infill products at the correct level
 - xii. Harmful pollution and damage caused by chemical reaction between the filling material and products;
 - xiii. Artificial grass smells bad and was polluted because of infill materials quality problems;
 - xiv. Re-fibrosis, after or during installation, for putting filling materials in place;
 - xv. Use substandard or incorrect seams, adhesives, shock absorbing pads;
 - xvi. Cracks occur on artificial grass joints because of connecting band problems or glue problems after installation.
 - xvii. Local heat burns resulting in melting of the grass filaments (*mostly due to high temperature objects which be placed on the lawn*);
 - xviii. Not to avoid exposure, rain, soaking, damp, excessive extrusion, and the fire source in the process of storage and transportation
 - xix. Do not clear the floating snow, trample or use the lawn immediately;
 - xx. Abrasion or the absence of grass caused by animal(s);
 - xxi. Damage caused by sunlight reflections from glass, fences or other reflecting surfaces;
 - xxii. Force majeure situations.
- (Note: Normal wear and tear and slight color changes occurring after use are not manufacturing defects, and are not within the scopes of warranty in this quality assurance clause.)
4. **Warranty Transferability.** Under this warranty, the purchaser is not allowed to transfer or assign the right within the warranty
 5. **Claim Procedure and Statements.** Claim(s) for the quality problem(s) occur(s) within the warranty period, should be submitted in writing form. According to the problem, please attach related proof information, such as the date of installation, company name of the installation, product quantity or volume, product samples, infill samples and photos clearly showing the problem(s), venue location photos, photos of the surroundings of the venue etc... Please send it to: AZ Turf Suppliers, azturfsuppliers@gmail.com Claims must be submitted within 30 days after discovery of the alleged defects. The right of final interpretation belongs to AZ Turf Suppliers, LLC