

# TURF SUPPLIERS

## INSTALLATION

A DIVISION OF ALL SURFACE PRODUCTS

# Product Warranty & Disclosures

## 10 Year Limited Warranty

The 10 Year Limited Warranty on Turf Suppliers Artificial Grass begins when the artificial grass is purchased. The grass must be installed in accordance with Turf Suppliers' installation guidelines and specifications. The grass must also be maintained in accordance with Turf Suppliers' maintenance recommendations, and such maintenance must continue throughout the warranty period.

The 10 Year Warranty is further limited to the period in which the turf is owned and maintained by the original purchaser. The basis of any warranty-related claim is the original authorized dealer invoice. Damage resulting from failure to follow these instructions will not be covered under this warranty. Installation guidelines and specifications, along with turf care recommendations, can be obtained from your dealer.

### **Blade Degradation**

Turf Suppliers warrants that its artificial grass, when installed and maintained as recommended for proper use, will not display ultraviolet degradation resulting in blade deterioration or loss. Failure is defined as the loss of 50% of the tufted product's blade, based on the original weight of the product at the time of manufacturing (per test method ASTM D5848). Actual degradation may cause a deterioration of the yarn and loss of pile height. Failure does not include a decrease in pile height of the face yarn as a result of surface compression due to normal wear.

### **Backing - Tuft Bind and Delamination**

Turf Suppliers warrants that under normal use when installed and maintained as recommended, its landscape artificial grass will meet industry standards for tuft bind and will not delaminate from the face of the turf. Note: The construction, blade, and backing used are designed and engineered for use in general landscape applications only.

### **Warranty Claims Process**

If any of the above problems occur and you need warranty service, the original purchaser should notify the authorized Turf Suppliers Dealer and submit in writing the following:

- A valid proof of purchase or other documents establishing proof of purchase.
- A detailed description of the problem and/or photographs/samples that clearly show the warranty issue.

### **Product defects must be reported 30 days from the purchase receipt or install date.**

To ensure your warranty remains valid, we recommend that you log all maintenance and care of your synthetic lawn, including regular cleaning and reapplication of infill, and keep all records and receipts.

### **OUR PRODUCT WARRANTY COVERS THE FOLLOWING:**

- Any defects in manufacturing, including issues related to turf backing, tuft bind, and yarn breakage.
- Fading - our synthetic turf products are designed to withstand the elements and resist fading from sun exposure, ensuring your lawn looks vibrant and lush for years to come. In the unlikely event that any fading does occur, we will promptly address and repair the issue at no additional cost to you.

- However, if any UV rays are reflected off windows within 20 meters of the area and cause the product to fade or melt, the warranty will be void. As you enjoy your new artificial turf lawn, it is important to keep in mind that certain types of damage, such as cuts, burns, and intentional damage, are not covered under warranty.
- Additionally, natural wear and tear over the years are not covered. Proper maintenance and care of your synthetic lawn are crucial to ensure its longevity and warranty coverage.

## Installation Warranty

**Coverage Period: One year from the installation date.**

What's Covered:

Wrinkles in turf due to improper installation (resolved under warm conditions, 26°C+).

Prep-related issues (e.g., sinkholes).

Seam separation or material defects.

Drainage problems caused by installation defects.

Exclusions: Animal damage and improper use.

## Irrigation Policy

Post-installation testing ensures system functionality.

Repairs after the initial test cost \$280 per visit (including parts and labour).

## Pet-Friendly Guidelines

Prompt waste removal and regular cleaning with pet-safe enzyme cleaners are recommended.

**Backings for Pets:**

Pet Backing: Enhanced drainage and durability.

Easy-Flow Backing: Optimal drainage for areas with less rainfall.

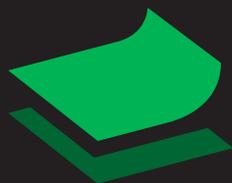
## Maintenance Tips

**General:** Regular debris removal, brushing fibers upright, avoid harsh chemicals and heat-emitting objects.

**Winter Care:** Use plastic tools for snow removal, minimize chemical de-icers, rinse and brush after snowmelt.

## Disclosures

It is important to note that synthetic grass products are not completely maintenance-free. While our products require less maintenance than traditional grass, regular care is still necessary to ensure that your synthetic lawn stays looking its best. This may include brushing the turf to keep the fibres standing upright, removing debris, and periodically adding infill to maintain the turf's bounce and appearance. Additionally, our products are designed to be non-toxic and safe for children and pets, but it is important to use caution when installing and maintaining your synthetic grass. Some infill materials may contain chemicals that could be harmful if ingested, so it is important to keep small children and pets away from these areas. It is also important to properly dispose of any unused infill materials in accordance with local regulations. We want our customers to be fully informed about our products and services, and we are happy to answer any further questions you may have regarding our warranty and disclosures.



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# 2025 PRICE SHEET

\*\*All pricing increases by 30¢/sf if rolls are to be cut\*\* | \$75 cutting fee for any custom cuts  
Rolls come in 7½ ft wide, 12 ft wide & 15 ft wide - Please call to confirm availability and length

2025 PRICE SHEET (FULL ROLL)	
PRODUCT	PRICE
LANDSCAPE SERIES	
LG-60 (LIGHT GREEN)	\$2.49/sf
NG-60 (NEUTRAL GREEN)	\$2.49/sf
DG-60 (DARK GREEN)	\$2.49/sf
TRAFFIC SERIES	
TT-LG-100 (LIGHT GREEN)	\$2.99/sf
TT-NG-100 (NEUTRAL GREEN)	\$2.99/sf
TT-DG-100 (DARK GREEN)	\$2.99/sf
PUTTING GREEN	
BOGEY PUTT-LG-60	\$2.99/sf
MONEY PUTT-DG-60	\$2.99/sf
PRO GOLF 700-S	\$5.79/sf
PET SERIES	
PET LAY	\$2.99/sf
ACCESSORIES	
Landscape microfibre weed barrier (5x300)	\$125.00
Seam Tape (rolls of 1x50ft)	\$49.99
Nails (comes with 5" galvanized turf nails in 50lb boxes)	\$120.00
Glue (comes in 1 gallon containers)	\$120.00