



TURF KINGZ

Turf Kingz – TKZ Manufacturing Limited Warranty

Turf Kingz (TKZ) warrants that the tufting workmanship provided will be free of defects within industry accepted tolerances and will be in effect for a period of **10 (ten) years** from the date of purchase.

Fiber – Fiber Degradation - TKZ warrants that this outdoor landscape turf, when installed and maintained as recommended by industry standards for proper outdoor use, will not display degradation resulting in fiber deterioration or loss.

Failure is defined as the loss of 50% of the tufted product's fiber based on the original weight of the product at the time of manufacturing (per test method ASTM D5848).

Actual degradation will cause a deterioration of the yarn and loss of pile as a result. **Failure does not include a decrease in pile height** of the face yarn from the original pile height due to surface compression from normal wear.

Tuft Bind - TKZ warrants that our outdoor landscape turf, when installed and maintained as recommended, under normal use, will meet industry standards for tuft bind.

Backing – Integrity / Delamination - TKZ warrants that our outdoor landscape turf, when installed and maintained as recommended, under normal use, will not delaminate from the face of the turf.

Note: The construction, fiber, and backing system used in these products are designed and engineered for use when installed in general landscape applications.

What You Should Do if Any of the Above Problems Occur and You Need Warranty Service

You (the original purchaser) should notify the authorized TurfKingz representative and submit the following in writing:

- A valid proof of purchase in the form of a sales receipt or other document establishing proof of purchase.
- A detailed description of the problem and/or a photograph or sample that clearly shows the warranty issue.

TKZ Does Not Recognize as Manufacturing-Related Defects:

1. Damage due to abuse, neglect, or misuse.
2. Failure due to exposure to light other than natural or approved artificial lighting.
3. Damage due to natural acts of God, vandalism, machinery, animals, fire, flood, or chemical reactions.
4. Installation failures either in the turf itself or in preparation of the sub-base.
5. Any problems arising that cannot be substantiated by testing a representative sample of the originally installed turf.
6. Wear and tear, as consumable products are not subject to such warranty.

TKZ reserves the right to repair the affected area or, in the event that repair is not a viable option, replace the affected and immediate surrounding area after it is determined that repair is necessary by a visual inspection of the site by an approved TKZ representative. The value of the affected area will be determined by the purchase price of the turf in that area and does not include any other charges. All claims should be made in writing to TKZ within the **10 (ten) year** period from original purchase and within **30 (thirty) days** of learning of the claim. All claims must be accompanied by a sample of the original, uninstalled turf large enough to have the appropriate ASTM tests performed. This warranty is for the original purchaser and is **non-transferable**. TKZ shall have no further obligations or liability in connection with personal injury or damages related to lost revenue, downtime costs, increased costs, and/or any other direct, indirect, or consequential damages.