

LIMITED 16-YEAR RESIDUAL TURF WARRANTY

Premium Artificial Turf ★ Escondido, California ★ (619) 717-1342

Superior Turf Direct warrants its artificial turf against manufacturing defects, ultraviolet (UV) degradation, and excessive fading for a combined **sixteen (16) years** from the date the Material ships — an **eight (8) year factory warranty** on the Material, followed by an **eight (8) year Superior residual warranty** that takes over when the factory coverage ends. This warranty covers the **Material only**. Superior Turf Direct supplies materials and does not install.

★ 1. WHO IS COVERED

This warranty extends to the **Registered Owner**: the owner of the property at the installation address named on a Warranty Registration submitted to Superior Turf Direct at the time of purchase or within thirty (30) days after the Material ships. If no Warranty Registration is submitted, this warranty extends only to the original purchaser of record shown on the Superior Turf Direct invoice.

Coverage is **site-specific**. It applies to the Material at the installation address on record and does not transfer to a subsequent owner of the property, or to Material relocated to another site, unless Superior Turf Direct consents in writing.

Because Superior Turf Direct sells materials only, this warranty does not extend to any contractor, installer, dealer, or retailer *in that capacity* — except where that party is itself the Registered Owner of the installation address. Contractors and dealers purchasing for a client project should register the project in the client's name so coverage lands with the property owner.

★ 2. WHAT IS COVERED

- Manufacturing defects in the Material.
- Ultraviolet (UV) degradation of the fiber.
- Excessive fading beyond the normal, expected color change described in Section 5(a).

★ 3. HOW THE SIXTEEN YEARS WORK

The Superior residual warranty supplements the factory warranty and becomes effective on the first day of the ninth (9th) year after the date of shipment. It is **prorated** against the price paid for the Material, and is calculated on the Material only — excluding freight, taxes, infill, accessories, base materials, and all labor.

PERIOD	COVERAGE	WHAT APPLIES
Years 1–8	100%	Factory warranty — full coverage of the Material against covered defects.
Years 9–11	100%	Superior residual warranty — 100% of the remaining Material value.
Years 12–14	50%	Superior residual warranty — 50% of the remaining Material value.
Years 15–16	25%	Superior residual warranty — 25% of the remaining Material value.

Coverage runs sixteen (16) years from the date of shipment. No period restarts, extends, or renews for any reason, including an authorized repair or the supply of replacement Material.

★ 4. CONDITIONS OF COVERAGE

This warranty applies only where all of the following are true:

- The Material was installed in a suitable location and application, and in compliance with the published installation guidelines — including base preparation, drainage, seaming, fastening, and infill type and rate — using appropriate installation methods and products.
- The Material has been maintained at all times in accordance with the published maintenance procedure.
- The Material was used within the application it was sold for. Landscape products used in sports, athletic, playground-fall-height, or putting-surface applications are outside this warranty.
- The claim is submitted in writing during the coverage period, with proof of purchase, in the manner set out in Section 7.
- The account on which the Material was purchased is paid in full.

If any condition or exclusion exists that would void the factory warranty on the Material, this warranty is also void. Authorized repairs do not extend or restart the warranty term. Material sold as seconds, remnants, closeouts, or "as-is" carries no warranty of any kind.

★ 5. EXCLUSIONS

(a) Normal appearance and color. This warranty does not apply to slight variation in the texture of thatch yarn, slight color variation between dye lots, or color change over the life of the Material. These are expected and are not defects. Superior Turf Direct cannot guarantee matching dye lots for repairs or additions made after the original installation.

(b) Installation workmanship. This warranty covers the Material only. It does not cover seams, seam tape or adhesive failure, fastening, base preparation, grading, compaction, drainage, wrinkling, shifting, or any other aspect of installation workmanship. Installation is warranted, if at all, by the installing contractor.

(c) Reflected or concentrated sunlight. Sunlight reflected or concentrated by low-emissivity ("low-E"), energy-efficient, or otherwise reflective glass, mirrors, polished metal, or similar surfaces can produce temperatures that exceed the melting point of synthetic fiber. Melting, glazing, matting, or discoloration from any such source is not a manufacturing defect and is not covered. Mitigation — including screens, awnings, shades, or window film — is the property owner's responsibility. This exclusion is standard across the synthetic turf industry and is particularly relevant to installations in Southern California, the Southwest, and high-desert climates.

(d) Heat and burns. Damage from grills, fire pits, fireworks, cigarettes, hot ash or embers, engine or exhaust heat, or any other heat source.

(e) Chemicals and substances. Damage from solvents, herbicides, pesticides, fertilizers, paint, oil, fuel, pool or spa chemicals, cleaning agents not approved in the maintenance procedure, or de-icing products.

(f) Loads, sharp objects, and misuse. Damage from vehicles, trailers, dumpsters, heavy or prolonged static loads, digging, dragging, sharp objects, or cleated or spiked footwear on products not specified for that use.

(g) Animals. Damage caused by animals beyond normal and ordinary use. Odor, staining, or discoloration associated with animal waste is not a manufacturing defect.

(h) Events outside normal use. Accidents, force majeure, abuse, or neglect beyond normal and ordinary use; vandalism, theft, fire, flood, storm, earthquake, or other acts of God.

(i) Unauthorized repair or alteration. Repair or attempted repair, alteration, or modification of the Material or the subsurface without Superior Turf Direct's prior written consent.

(j) Failure to maintain. Failure to maintain the Material in accordance with the recommended maintenance procedure.

★ 6. WHAT SUPERIOR TURF DIRECT WILL DO

Upon accepting a claim, Superior Turf Direct will, at its sole discretion and subject to the proration schedule in Section 3, elect one of the following:

- Repair, or supply replacement Material for, the affected area;
- Supply Material to replace the defective Material;
- Issue a refund equal to the cost of the defective Material; or
- Pay the equivalent cost of a comparable replacement product.

Material only. Superior Turf Direct does not pay for labor, removal, disposal, base materials, infill, freight, reinstallation, or any other cost associated with replacing the Material. Replacement Material is supplied from current production and may differ in dye lot, color, or specification from the original Material; an exact match cannot be guaranteed. If the original product has been discontinued, a comparable current product may be substituted.

★ 7. HOW TO FILE A CLAIM

Claims must be made in writing during the coverage period. Submit online at superiorturfdirect.com/warranty/claim, by email to warranty@superiorturfdirect.com, or by mail to the address at the foot of this page. A complete claim includes:

- The Warranty Registration number, or a copy of the original sales receipt showing date of purchase, product identification, and quantity;
- The installation address and the date the Material was installed;
- The roll or lot number(s) from the product label, if available;
- Photographs: one wide shot of the full area, one mid-range shot, and one close-up of the defect with a coin or ruler in frame for scale;
- A written description of the condition, when it was first observed, and the maintenance history of the installation.

Superior Turf Direct will acknowledge a claim within **three (3) business days** and may arrange inspection of the Material. Superior Turf Direct shall have **thirty (30) days** from the date the Material is made available to inspect and test it. The claimant must provide reasonable site access. **No claim is accepted until inspection is complete and the cause of the defect or damage has been determined.** Do not remove, replace, or repair the Material before inspection is complete — doing so may void the claim.

★ 8. LIMITATION OF LIABILITY

This is the sole and exclusive warranty of Superior Turf Direct. To the fullest extent permitted by law, Superior Turf Direct disclaims all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. In no event will Superior Turf Direct be liable for any consequential, special, indirect, incidental, punitive, or expectation damages, including lost profits, lost revenue, loss of use, the labor cost of removal or replacement, disposal, or freight. In no event shall Superior Turf Direct's maximum liability exceed the purchase price of the Material paid by the original purchaser, less time-use adjustments determined under the proration schedule in Section 3.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the limitations above may not apply in full. This warranty gives specific legal rights, and there may be other rights that vary from state to state.

★ 9. MATERIALS ONLY — NOT A WARRANTY OF INSTALLATION

Superior Turf Direct is a supplier of premium artificial turf and installation materials. Superior Turf Direct does not perform, arrange, subcontract, supervise, or warrant installation work, and is not responsible for the acts, omissions, workmanship, licensing, insurance, scheduling, or pricing of any installer — including any contractor found through the Turf Installation Network directory, which is an informational listing only. Verify California contractor licenses at cslb.ca.gov and Nevada licenses at nvcontractorsboard.com before hiring.

★ 10. GOVERNING LAW AND DISPUTE RESOLUTION

Any controversy or claim arising out of or relating to this warranty shall be settled by binding arbitration administered by the Judicial Arbitration and Mediation Services (JAMS) under its applicable rules, with arbitration taking place in San Diego County, California. The laws of the State of California govern this warranty, without regard to conflict-of-laws principles and irrespective of the place of purchase or installation of the Material.

★ 11. WARRANTY CONTACT

Superior Turf Direct — Warranty Claims

420 S. Juniper Street, Escondido, CA 92025

Phone: (619) 717-1342 • Email: warranty@superiorturfdirect.com

Register or file online: superiorturfdirect.com/warranty

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