ALWAYS GREEN TURF

LIMITED WARRANTY

Always Green Synthetic Grass, Inc. d/b/a Always Green Turf ("AGT") provides this Limited Warranty ("Warranty") on synthetic grass products purchased from and installed by AGT. This Warranty covers both materials and workmanship, subject to the terms and exclusions below.

1. **Warranty Coverage**
   - **Product Warranty**: AGT warrants its synthetic grass products against significant fiber degradation or fading under normal conditions. For purposes of this Warranty, "significant fiber degradation" means loss of more than fifty percent (50%) of the product's original tensile strength.
     - **Years 1-10:** 100% of product value
     - **Years 11-13:** 50% of product value
     - **Years 14-15:** 25 % of product value
   - **Extended Coverage (Years 16+):** For qualifying products, coverage continues at 25% of product value through the end of the warranty term (up to 30 years on select products).
   - **Warranty Responsibility:** Years 1-15 are covered by Synthetic Grass Warehouse (manufacturer). Years 16 and beyond are covered solely by Always Green Turf.
   - **Labor Warranty:** AGT warrants all installation workmanship for ten (10) years from the installation date.
2. **Eligible Products**

15-Year Product Warranty:	Sonoran Breeze, Agave
25-Year Product Warranty:	Ocotillo Blend, Cactus Ridge, Pup & Play, Agave Ultra, Verde Vibe
30-Year Product Warranty:	Thunderbird, Saguaro Luxe
8-Year Product Warranty (putting greens only):	Pin Seeker, Greenskeeper

3. **Submitting a Claim**

   To file a claim, submit a written request with supporting documentation (including photos) via AGT's warranty portal at **www.alwaysgreenturfaz.com/claim** within three (3) months of discovering the issue.

4. **Remedy**

   AGT's sole obligation will be to repair or replace the affected area with a product of comparable style, construction, and quality. To qualify for this Warranty, AGT must perform all removal and replacement. The customer is responsible for any and all labor costs associated with removal and reinstallation. Warranty coverage does not renew upon replacement.

5. **Exclusions**

   This Warranty does not cover:
   - Improper maintenance or use, or lack of routine care
   - Pet waste damage, excessive wear, metal cleats, or furniture pressure
   - Damage from chemical exposure (e.g., herbicides, fertilizers)
   - Reflection damage (e.g., Low-E windows or mirrors)
   - Fire, flood, vandalism, acts of God, or external causes
   - Work or repairs performed by others not authorized by AGT
   - Slight fading, matting, or other normal aging characteristics
   - Drainage issues, settling, or soil movement not addressed in the original contract
   - Putting greens and related golf products
6. **Weed Control**

   AGT performs installation in accordance with industry standards, however invasive species common to Arizona including Bermuda grass and nutsedge have root systems that can penetrate six (6) to eighteen (18) inches below the surface and cannot be fully controlled through standard installation practices. Weed growth resulting from pre-existing species, wind-carried seeds, or encroachment from adjacent areas shall not constitute a defect and are not covered under this warranty. Customer is solely responsible for ongoing weed maintenance.

7. **Reflective Surface Damage**

   Reflective surfaces including Low-E windows, glass patio tables, clear pool toys, and lawn equipment can concentrate and intensify sunlight to temperatures capable of burning or melting turf fibers. Damage resulting from any reflective surface on or adjacent to the property, whether present at time of installation or introduced afterward, shall not constitute a defect and is not covered under this warranty. Customer is solely responsible for identifying and managing reflective surfaces that may impact the turf.

8. **Disclaimer**

   AGT DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AGT IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. TOTAL LIABILITY IS LIMITED TO AMOUNTS PAID TO AGT UNDER THE ORIGINAL SALES CONTRACT.

9. **Transferability**

   This Warranty is non-transferable without prior written approval from AGT.