16 YEAR WARRANTY

TURF BROKERS USA LIMITED WARRANTY

This Warranty Certificate sets forth the terms, conditions, exclusions, and limitations applicable to the artificial turf products sold by TURF BROKERS USA ("Seller").

1. LIMITED WARRANTY
Subject to the terms, conditions, exclusions, and limitations contained in this Warranty Certificate, TURF BROKERS USA ("Seller") warrants to the original person, firm, or entity purchasing the Product directly from Seller, as identified on the signature page hereof ("Purchaser"), that under normal use and service conditions during the applicable warranty period set forth below, the Seller's artificial turf products shall maintain their UV stability and structural integrity.

2. WARRANTY PERIOD AND COMMITMENTS
The warranty period for Seller's artificial grass products is as follows:

The above-referenced model sold and installed within the United States is covered by a limited eight (8) year warranty from the date of shipment by Seller.

During this initial warranty period, if the Product is determined by Seller to be defective solely as a result of a manufacturing defect in the artificial turf material itself, Seller shall, upon approval of a valid warranty claim, provide replacement turf material only, at no charge, after the defective warranty product from the manufacturer ("M/F") has been received and verified by Seller.

If a Product fails to perform as warranted during the warranty period, Seller shall, at its sole discretion, provide replacement turf material for the defective portion of the Product or implement an alternative commercially reasonable resolution mutually agreed upon by both parties.

Under no circumstances shall Seller be responsible for labor, removal, disposal, manufacturing, installation, reinstallation, freight, shipping, or any related costs.

3. EXAMPLES OF NON-WARRANTY CONDITIONS
This Warranty does not cover damage, defects, conditions, or performance issues resulting from or related to:

(a) Burns, cuts, accidents, vandalism, abuse, negligence, or neglect;

(b) Wear, abrasion, or failure caused by an inadequate or improper sub-base;

(c) Use of inappropriate footwear, sports equipment, vehicles, or heavy equipment;

(d) Use of the playing surface for purposes other than those for which it was designed and installed;

(e) Use of improper or unauthorized cleaning chemicals, herbicides, or pesticides;

(f) Use of improper cleaning or maintenance methods;

(g) Use of infill products of an incorrect grade, type, or specification;

(h) Any harmful chemical reaction to the Product caused by infill materials or foreign substances;

(i) Post-installation fibrillation performed for purposes other than proper infill placement;

(j) Failure to properly maintain, protect, groom, or repair the Product or turf system;

(k) Environmental exposure where the pH value of air or rain falls below 7.0 (acidic) or exceeds 9.0 (alkaline);

(l) Acts of God or other conditions beyond the reasonable control of Seller;

(m) Matting, crushing, flattening, or layover of turf fibers of any kind, including but not limited to high-traffic areas, furniture placement, pet activity, or normal use;

(n) Visible tufting, tuft bind patterns, stitch lines, backing impressions, seam visibility, or manufacturing stitch characteristics, which are inherent to the manufacturing and installation process and are considered normal and expected.

All synthetic turf containing the Products is subject to normal wear and tear. Normal wear and tear, including matting and visible tufting or stitch patterns, is not a manufacturing defect and is not covered by this Warranty. Normal wear and tear may vary based on climate, environmental conditions, and intensity of use.

Purchaser is responsible for reviewing Seller's current product literature and maintenance guidelines to ensure optimal performance and longevity of the Product

4. WARRANTY CLAIM REQUIREMENTS
During the warranty period, any warranty claim must be submitted in writing and must include:

- Proof of turf production and installation date;
- Name of the installation company;
- Batch and lot numbers;
- A product sample and sample(s) of infill material; and
- A minimum of three (3) clear photographs documenting the alleged defect.

Failure to comply with these requirements may result in denial of the warranty claim.

5. EXTENDED RESIDUAL WARRANTY (YEARS 9–16)
Seller provides an additional eight (8) year limited residual warranty to the original purchaser of artificial grass from Seller ("Original Purchaser"), supplementing the manufacturer's standard eight (8) year warranty, for a total combined warranty period of sixteen (16) years from the date of shipment of the Product.

This Limited 16-Year Residual Warranty becomes effective on the first (1st) day of the ninth (9th) year following shipment and applies only to the Original Purchaser. This Warranty is non-transferable and does not extend to any contractor, installer, retailer, distributor, or subsequent purchaser.

Proration Schedule
Coverage under the Extended Residual Warranty is prorated as follows:

(a) Year Eight (8): One hundred percent (100%) of the remaining manufacturer warranty coverage;

(b) Years Nine (9) through Sixteen (16): Ten percent (10%) of the original turf material purchase price only.

Labor, removal, installation, reinstallation, shipping, freight, and all related costs are expressly excluded.

EXTENDED WARRANTY – LIMITATIONS OF WARRANTY
Term
In no event shall Seller be liable for any manufacturing defect or damage to the Material until the Manufacturer's Warranty applicable to the Material has expired. All claims for defects or damages arising prior to the expiration of the Manufacturer's Warranty must be made exclusively under the Manufacturer's Warranty.

Authorized repairs performed by the Manufacturer, Seller, or any agent, employee, or representative acting on behalf of the Manufacturer or Seller shall not extend, renew, or restart the term of this Warranty.

Exclusions
This Warranty does not apply to:

- Slight variations in the texture of thatch yarn occurring over the life of the Material, which are normal and expected and do not constitute damage or a manufacturing defect;
- Slight color variations between dye lots or gradual color changes over time, which are normal, expected, and not considered defects;
- Inability to match dye lots for repairs or replacements performed after installation or use of the Material.

This Warranty further does not cover damage, defects, conditions, or performance issues resulting from:

(i) Accidents, force majeure, abuse, misuse, or neglect beyond normal and ordinary use;

(ii) Vandalism, fire, flooding, or other Acts of God;

(iii) Improper installation or damage caused by installers, contractors, or third parties during or after installation;

(iv) Repairs or attempted repairs to the Material or subsurface without prior written consent of the Manufacturer or Seller;

(v) Failure to maintain the Material in accordance with Seller's recommended maintenance procedures;

(vi) Excessive weight, vehicular traffic, or tracking of heavy equipment during or after rainfall;

(vii) Excessive flooding or water saturation of any kind that compromises sub-base integrity or structural support;

(viii) Matting, crushing, flattening, or layover of turf fibers of any kind;

(ix) Visible tufting, tuft bind patterns, stitch lines, backing impressions, seam visibility, or manufacturing stitch characteristics, which are inherent and expected.

Aesthetic Conditions (No Aesthetic Warranty)
This Warranty does not cover aesthetic or cosmetic conditions, including but not limited to appearance, texture, softness, firmness, sheen, reflectivity, color perception, visual uniformity, or surface feel, whether occurring at installation or developing over time.

If any condition exists that would void the Manufacturer's Warranty, this Warranty shall also be deemed void. Failure to strictly comply with the notice and claims procedures set forth herein shall automatically void this Warranty.

Disclaimer of Other Warranties
The Warranty provided herein is the sole and exclusive warranty offered by Seller. Seller expressly disclaims all other warranties, whether express or implied, including but not limited to warranties of merchantability and fitness for a particular purpose.

The Original Purchaser is solely responsible for determining the suitability of the Material for its intended use and purpose and assumes all risk and liability related thereto.

Installation and Workmanship
This Warranty applies only to the Material. Seller does not warrant workmanship, installation services, or any products used in the installation of the Material.

This Warranty will only apply to Material that is installed in a suitable location, in strict compliance with the Manufacturer's installation guidelines, using appropriate installation methods and products. The Original Purchaser is solely responsible for proper installation.

Proper Care and Maintenance
This Warranty will only apply to Material that has been continuously and properly maintained in accordance with Seller's recommended maintenance procedures.

Exclusive Remedy

The Original Purchaser's sole and exclusive remedy under this Warranty shall be limited to the replacement of defective turf material only, subject to the applicable proration schedule. No refunds, credits, labor allowances, or cash payments shall be owed unless expressly agreed to in writing by Seller.

Limitation of Damages
In no event shall Seller be liable for any consequential, special, indirect, incidental, or expectation damages, including but not limited to lost profits, lost revenue, loss of use, the labor cost of removal, the labor cost of replacement, freight, or shipping.

In no event shall Seller's maximum liability exceed the purchase price of the Material paid by the Original Purchaser, less time-use adjustments determined in the sole discretion of Seller.

Non-Transferability
This Warranty applies only to the Original Purchaser and may not be assigned, transferred, or conveyed, by operation of law or otherwise, without Seller's prior written consent, which may be withheld in Seller's sole discretion.

Modifications
No modification of this Warranty shall be binding on Seller unless made in writing on Seller's official letterhead and signed by an authorized officer of Seller.

No agent, employee, installer, Qualified Installer, retailer, or distributor has authority to increase, alter, expand, or waive any obligations or limitations of this Warranty.

CLAIMS (UPDATED AND CORRECTED)
All warranty claims must be submitted in writing to Seller by the Original Purchaser only during the applicable Warranty period and must be accompanied by:

- A copy of the original sales receipt showing the date of purchase;
- Product identification and quantities purchased; and
- Any additional documentation reasonably requested by Seller.

Warranty claims submitted by installers, contractors, property managers, or any third party other than the Original Purchaser shall not be accepted.

Inspection and Determination
Seller reserves the right to arrange for inspection of the Material alleged to be defective or damaged. Seller shall have up to thirty (30) days from receipt of a complete claim submission to inspect and test the Material.

No warranty claim shall be accepted, approved, or processed until inspection is completed and the cause of the alleged defect or damage has been determined. Seller's inspection of the Material shall not be deemed acceptance of the claim or an admission of defect.

Preservation of Material: The Material must remain in its original installed condition and must not be removed, altered, cut, repaired, or discarded prior to Seller's inspection and written authorization. Failure to preserve the Material shall void coverage.

Seller shall, in its sole discretion, determine whether to accept or reject any warranty claim.

Approved Claim Remedies (Material Only)
Upon Seller's written approval of a warranty claim, Seller may, at its sole discretion, elect one of the following remedies:

(i) Repair the affected area(s);

(ii) Provide replacement artificial grass material for the affected area(s);

(iii) Provide replacement Material of a comparable product; or

(iv) Provide a refund limited strictly to the original purchase price of the defective Material only, less applicable proration and time-use adjustments, and only if Seller expressly elects such remedy in writing.

Labor, removal, installation, reinstallation, shipping, freight, and all related costs are expressly excluded.

No refunds, credits, cash payments, or reimbursements shall be owed except as expressly authorized in writing by Seller.

Notice Deadlines (Strict Compliance Required)
Discovery of Defect: Any alleged defect must be reported to Seller in writing within seven (7) calendar days after discovery. Failure to provide timely notice shall void this Warranty with respect to such claim.

Shipment Inspection: Any claims relating to damage, shortages, or quality issues discovered upon delivery must be reported to Seller in writing within seven (7) calendar days of the shipment arrival date. Failure to provide such notice shall constitute acceptance of the Product as delivered and free from defects.

Seller does not hold responsibility for any costs or expenses incurred by Purchaser or others for testing, inspection, or evaluation of the Product unless expressly authorized in writing by Seller in advance.

Submission Instructions
All warranty claims and supporting documentation must be submitted to: info@turfbrokersusa.com

Arbitration and Governing Law
Any controversy or claim arising out of or relating to this Warranty, or the enforcement thereof, shall be resolved by binding arbitration administered by Judicial Arbitration and

Mediation Services (JAMS). Arbitration shall take place in Ontario, California, and California law shall govern this Warranty, without regard to conflict-of-law principles.

Final Authority
The right of final interpretation, determination, and approval of this Warranty and any related claim shall belong exclusively to Seller.

This Limited Warranty is supplemental to, and shall become effective only after the expiration of, the Manufacturer's Warranty provided by the manufacturer.

LANDSCAPE CARE GUIDE

This Landscape Care Guide is provided for informational purposes only to assist in maintaining the appearance and performance of artificial turf. Failure to follow these guidelines may result in damage that is not covered under the TURF BROKERS USA Limited Warranty.

I. KEEP IT CLEAN

A. Dust, Pollen, and Airborne Pollutants

Rainfall is the most effective natural method for cleaning artificial turf. In areas with limited rainfall, periodic rinsing with water is recommended.

For lightly soiled areas, sponge mop using a five percent (5%) solution of low-suds household detergent in hot water, followed by a thorough rinse with clean water.

For heavily soiled areas, repeat the procedure and then sponge mop using a three percent (3%) solution of household ammonia in hot water, followed by a thorough rinse.

Do not walk on, drive on, or track across turf after rainfall or water exposure until the surface is completely dry. Use of turf while wet may damage the sub-base and cause uneven surfaces, which are not covered under the Warranty.

B. Stains and Other Blemishes

Prompt attention to spills is critical. Fresh spills are significantly easier to clean than dried residues.

Approved cleaning agents include bio-friendly cleaners, mild detergent solutions (1 teaspoon per pint of water), and a three percent (3%) ammonia solution for stubborn stains.

Do not use chlorine bleach, caustic cleaners (pH above 9), or highly acidic cleaners (pH below 5).

Mineral spirits or dry-cleaning solutions may be used sparingly for oil-based stains. Petroleum-based solvents are flammable; do not use near open flames.

II. PERIODIC BRUSHING

Matting or flattening of fibers may occur in high-traffic areas. Periodic cross-brushing against the grain using synthetic bristle brushes may improve appearance.

Matting, crushing, or fiber layover is considered normal wear and tear and is not covered under the Warranty.

III. DO NOT ABUSE THE TURF

Avoid open flames, sharp objects, heavy equipment without load distribution, parked vehicles, mineral-producing sprinklers, and reflected heat from windows.

Damage caused by abuse, misuse, excessive weight, or reflected heat is not covered under the Warranty.

IV. REPORT ISSUES PROMPTLY

Minor issues should be reported promptly in accordance with the Warranty Claims procedures. Failure to report issues timely may result in denial of coverage.

V. CONCLUSION

Proper care and routine maintenance will help extend the useful life and appearance of artificial turf. This Care Guide does not modify or expand the TURF BROKERS USA Limited Warranty.

WARRANTY DURATION AND COVERAGE

Product Classification	Full Coverage Period	Extended Coverage Period
C8 Yarn and Above	Eight (8) Years	Additional eight (8) years at **ten percent (10%) coverage of turf material cost only**
Below C8 Yarn Grade / Value serious	Two (2) Years	Additional Fourteen (14) years at **ten percent (10%) coverage of turf material cost only**

Important Coverage Limitations

- Extended Coverage applies **only to the turf material** and is **strictly limited to ten percent (10%) of the original turf material purchase price**.
- **Labor, removal, disposal, installation, reinstallation, shipping, freight, and all related costs are expressly excluded** from Extended Coverage.
- Coverage percentages are based on the **original purchase price of the turf material only** and do not include taxes, delivery, or ancillary charges.

Post-Coverage Clarification

After three (2) years, TURF BROKERS USA shall cover **only ten percent (10%) of the replacement turf material cost**. The remaining **ninety percent (90%) of the turf material cost**, and **one hundred percent (100%) of all labor, removal, disposal, installation, reinstallation, shipping, freight, and related expenses**, shall be the sole responsibility of the Purchaser