



# 5-YEAR ALL-INCLUSIVE WORKMANSHIP WARRANTY

We, Biltright Turf, stand behind our artificial turf installation and offer a warranty for a period of five (5) years from the installation date. We take responsibility for any issues directly related to our installation workmanship as follows.

## **Covered by 5-Year All-Inclusive Workmanship Warranty:**

1. Seam Separation (visible separation greater than 1/2")
2. Turf will remain secured at edges and seams

## **Please be aware that this warranty does not cover:**

1. Damage resulting from accidents, force majeure, abuse, or neglect beyond normal and ordinary use of the product.
2. Damage caused by a failure to maintain the product according to the provided maintenance instructions.
3. Damage resulting from vandalism, fire, floods, or other acts of nature.
4. Normal matting from use of turf resulting in the turf laying down or yarn curling over.
5. Settling, drainage, or any other issues related to the subbase that may arise from work completed by others before the installation.(ex: prior trenches settling or tree roots decomposing/growing deeper than the 3-4" of our scopes base material)
6. Damage caused by other parties or contractors during or after the completion.
7. Damage resulting from repairs or attempted repairs carried out by anyone other than a Biltright representative.
8. Damage from pets digging or tearing at turf.
9. Weed growth of any kind (this is an owner maintenance item)
10. Bender board edging is not warrantied
11. Repairs or warranty work will not reset this warranty period.

For warranty repairs, please notify us in writing within 21 days of discovering the issue. We will promptly address the necessary repairs within a reasonable timeframe, as agreed upon by both parties. However, please note that if we determine the repair is not covered by the warranty, standard repair fees may apply. Repairs to turf do not reset warranty period.



## 5-YEAR ALL-INCLUSIVE WORKMANSHIP WARRANTY

We provide a limited lifetime warranty for our artificial turf, which remains valid for twenty-five (25) years from the installation date. To qualify for this warranty, the turf must be installed and maintained per Biltright customer care manual.

Under this warranty, we guarantee the replacement of affected areas or portions of the turf, excluding installation costs\*, for substantial changes within twenty five years of the initial installation (excluding texture and matting changes which are typical overtime). Additionally, we warrant that the artificial turf is free from manufacturing defects at the time of installation. It is important to note that slight color changes over the lifetime of the turf are normal and not considered grounds for a claim.

*\*If Biltright Turf is the original installer of the product then we will also include full replacement installation with our material replacement in years 1-5. Install replacement costs are not applicable if turf is purchased separate from installation.*

### **Covered by 5-Year All-Inclusive Workmanship Warranty:**

1. It does not cover damage caused by accidents, vandalism, abuse, or neglect.
2. It does not cover damage resulting from natural disasters, such as earthquakes, floods, or hurricanes.
3. It does not cover damage caused by the use of chemicals or improper cleaning methods.
4. It does not cover damage resulting from a failure to properly maintain, protect, or repair the turf.
5. It does not cover damage caused by reflections or other flammable materials.
6. Normal wear and tear, which is not considered a manufacturing defect, is not covered.
7. This warranty is non-transferable and applies only to the original purchaser.
8. Products covered under this warranty only apply to: Eco 56, Eco 72, Eco 74, Eco 82, Eco 94, Eco 96, Eco 108, So Natural 70, So Natural 90, Flow 75, and Flow 98. (for other products refer to the standard manufacturer warranty)



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## **Assignment:**

You cannot transfer, convey, or assign any of your rights under this warranty. Any such transfer or assignment will be null and void.

If you have any questions or need to make a warranty claim, please contact us in writing within the specified timeframes. We are committed to ensuring your satisfaction and will promptly and fairly address any issues.

## **Arbitration:**

Any disputes or claims related to this warranty will be resolved through binding arbitration conducted by the Judicial Arbitration and Mediation Services (JAMS) in Ontario, California. The applicable law for this warranty is California Law, regardless of where the services were performed.

## **Excessive Heat Disclaimer:**

We want to inform you that we are not responsible for any damage caused by the application of excessive heat from various heat sources or secondary reflections of objects, such as high-efficiency windows or reflective surfaces.