



## Purchase Green Limited Lifetime Warranty

Purchase Green carries products that utilize the highest quality materials and the latest manufacturing techniques in the production of artificial grass. Purchase Green warrants that if the artificial grass/putting green surface that it provides proves to be defective in materials or manufacturing workmanship resulting in premature wear during normal use of the product or suffers significant fade, breakdown or degradation due to exposure to natural ultraviolet rays within the same period, Purchase Green will at its sole option, either 1) repair or replace the affected area without charge to the Purchaser or 2) issue a credit equal to the cost of the **replacement synthetic grass material for the area giving rise to the claim** according to the following proration schedule:

Residential projects: Years 1-8 (100%); Years 9-12 (50%); Years 13-15 (25%); Years 16+ (15%)

Commercial projects: Years 1-8 (100%); Years 9-10 (50%); Years 11+ (15%)

In the event that Purchase Green elects to issue a credit in lieu of repair or replacement, said credit shall only apply to the affected area of synthetic grass giving rise to the claim. The credit shall be issued to the customer as a percentage off the replacement cost of a new synthetic grass of the same or comparable quality. The credit will be good only towards the purchase of Purchase Green synthetic grass directly from Purchase Green. There will be no cash payment.

If there is deemed to be a valid warranty claim AND the original product IS available, replacement product will be provided (in accordance with the above proration schedule) to cover the area giving rise to the claim however there is a very high probability there will be a dye lot variation. This is a normal condition and does not give rise to additional claims. The customer does have the option of simply receiving a credit in lieu of the replacement product to be applied against the purchase of another Purchase Green product.

If there is deemed to be a valid warranty claim AND the original product IS NO LONGER available the customer will receive a credit in accordance with the proration schedule to be applied against another Purchase Green product. The amount of the credit will be based upon the original purchase price.

All warranties deemed to be valid on purchases more than 12 years old would receive credits in accordance with the proration schedule and terms above. Replacement of product will not be considered.

Any credit issued that is applied against the purchase of new Purchase Green product(s) will be applied against the published retail price at the time of the purchase of replacement product. It can be used in conjunction with standard published promotions (such as volume discounts) but it can't be used in conjunction with any other promotional offers to include retail/hot buy promotions, contractor or stocking dealer discounts, clearance pricing, etc.

Warranty claims are limited to the original purchase price of materials furnished by Purchase Green and DO NOT include any labor costs associated with replacing an installed product. Purchase Green artificial grasses & artificial putting greens are guaranteed against defects as listed above subject to the below terms and conditions:

1. Customer must register their Limited Lifetime Warranty and Loyalty Program within 60 days of the original purchase date.
2. To register the customer must provide the following information:
  - a. Project owner / Warranty Owner first name and last name
  - b. Address of installation
  - c. Purchase Green product
  - d. Name of supplier (e.g. Purchase Green store, licensed installer, licensed retailer, etc.)
  - e. Original Invoice number of purchase from Purchase Green
  - f. Original Invoice date of purchase from Purchase Green
  - g. Name of Purchaser (may be the same as or different from the project owner)
  - h. Copy of receipt of original purchase if not purchased directly from Purchase Green (e.g. a copy of your receipt from the reseller/retailer or your installation agreement/contract)

1. **This information comes from a Tencate/Thiolon Product Advisory April 2011 – their yarn is used in our Nature's Sod Advanced & Premier but the content is relevant for all artificial grasses. Tencate is one of the world's premier yarn extrusion companies**
2. **Purchase Green specifically manufactures its products with green (as opposed to black) backings to minimize heat absorption.**

i. Who installed your Purchase Green product(s)?

***If end-user did not purchase the product directly from Purchase Green but rather through a licensed installer or a licensed reseller of Purchase Green products be sure to obtain the above information from your installer/supplier as that information will be required to register for your Limited Lifetime Warranty & Loyalty Program.***

3. This warranty is transferrable as long as the customer has a Warranty Transfer Certificate from Purchase Green.

***The following are specifically covered against and within the scope of this warranty:***

- UV degradation which for the purposes of this warranty shall be deemed to have occurred should the original tensile strength of the product decrease by more than 50%, the fiber thickness has decreased by more than 50% or the pile height has shrunk by more than 25%
- Stability of backings, yarns and Tuft Bind
- Products, which have been repaired or replaced by Purchase Green, shall have a remaining Warranty of the balance and according to the proration schedule of the original warranty period.

***Exclusions include:***

- Warranty does NOT cover **PG Ground Cover**. PG Ground cover comes with a standard, non-prorated 3 year warranty. Other terms and conditions apply.
- Warranty does not cover **“remnant” sales** – such sales made in-store or online and are specifically sold “as-is”. They are sold at significant discount because they come with NO WARRANTY.
- WARRANTY DOES NOT COVER ANY TYPE OF MATTING ON THIS PRODUCT, REGARDLESS OF THE CAUSE.
- Damages caused by improper cleaning agents, exposure to chemicals containing elements from the halogen group (such as chlorine, fluorine, bromine, iodine), herbicides, pesticides, chemical run-off from neighboring properties and topical applications with a PH less than five (5) or greater than nine (9)
- Artificial grass installations that do not have proper drainage
- Abuse and or misuse; Normal wear & tear.
- Damages caused by vehicular traffic
- Product that has been replaced, repaired, altered, or installed by any person other than a properly licensed and trained artificial grass installer. This warranty does not cover the installation of the artificial grass or any issues stemming from the installation. This warranty does not cover any damage resulting from repair or attempted repair by anyone other than Purchase Green or its authorized agents, retailers, subcontractors or installation partners.
- Damaged, directly or indirectly, by acts of vandalism, machinery, animals, fire, chemical spills, acts of God, excessive static or dynamic loads, faulty or improper subsurface preparation, or subsurface failure.
- Damage resulting from localized heating (most often caused by highly reflective surfaces such as energy efficient or reflective windows & glass doors and/or smooth white surfaces). In this scenario the reflected energy usually reaches the turf as a narrow band (10-25cm) of reflected heat and may reach temperatures in excess of the deformation point of most plastics used in the synthetic turf industry. This is something to be particularly aware of when installing artificial grass that faces south or east and that is exposed to sunlight between 11:30 am and 2:00 pm adjacent to highly reflective surfaces.<sup>1</sup>
- The unrolled artificial grass/putting green roll should not be left uncovered in direct sunlight. This is particularly important for stocking dealers. The secondary backing may absorb heat and the temperature of the top layer may exceed 194 Degrees F resulting in severe localized, uneven shrinkage. A plastic wrapping must be used for outdoor storage of the roll or it should be stored in a shaded area when rolled up. As an example – the temperature inside the top layer of an artificial grass roll with black secondary coating left in the sun at 90 Degree ambient for 3 hours will be over 160 degree F.<sup>1,2</sup>
- Damaged caused by leaving any heat-absorbent material on the artificial grass during daylight hours such as clear or dark plastic sheeting, etc. These products absorb heat at a higher rate than the artificial grass and may cause localized shrinkage of the fibers as the temperature may exceed the artificial grass stabilization temperature.<sup>1</sup>
- Slight color changes will occur over the lifetime of this artificial grass product and is not considered a warrantable issue.

Purchase Green commits to handling all warranty claims promptly and professionally conditional upon the purchaser's account being in good standing at the time of the claim. All claims by the purchaser made under the terms of this warranty must be made in writing prior to the expiration of the warranty period and within thirty (30) days of learning of the suspected failure/defect.

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