



STANDARD MANUFACTURER PRODUCT WARRANTY
LIMITED 10-YEAR WARRANTY

Pup-Grass® uses the latest manufacturing techniques and highest quality materials in the production of **Pup-Grass®** Artificial Turf. The materials are guaranteed against defects for a period of eight years on a new product from the date purchase.

Warranty shall not cover any defects or damage to the **Pup-Grass®** products which derives from negligence, misuse, or abuse, vandalism, machinery, animals, fire, chemical reaction, acts of God or damage due to excessive heat, including the effect of the sun's energy when magnified by glass or reflective surfaces.

Pup-Grass® Synthetic Grass Built for Dogs can be readily repaired or seamed. This warranty is restricted to the repair or replacement of the affected areas only. **Pup-Grass®** liability under this warranty is limited to the material value of the item to be repaired or replaced and shall not have any other obligation or liability in connection with any matter or thing, including without limitation, damages for personal injury or damages related to lost revenue, increased costs, downtime costs and all other indirect or consequential damages.

As with any manufactured product, there are occasional slight differences in color between dye lots. Customer understands that finished product may have the appearance of mow lines and that this is part of the manufacturing process. **Pup-Gear®** cannot be held responsible for any color shading differences.

Faulty subsurface preparation or failures in the subsurface after installation are not covered in this warranty. **Pup-Gear®** endeavors to handle all warranty claims promptly and professionally. No person or party shall create any obligation or liability for **Pup-Grass®** and only the guarantee as expressed herein shall apply.

Warranty claims must be made in writing to **Pup-Gear®** within eight years from the date of purchase and within thirty days of learning of the cause giving rise to a claim. Proof of purchase from a **Pup-Grass®** authorized agent must be included.

This warranty is not transferable.

This warranty does not certify against the following:

- (1) Damage from accidents, force majeure, abuse and neglect from other than normal and ordinary use of this product;
- (2) Damage resulting from failure to maintain the product in accordance with the maintenance instructions provided to the buyer;
- (3) Vandalism, fire, floods or other acts of God;
- (4) normal matting, the effect of the sun's energy when magnified by glass or reflective surfaces, settling, drainage and all other issues related to the sub base that may occur from work completed by others prior to the job start;
- (5) Damage caused by other parties or contractors after the installation of the turf is complete; or
- (6) Damage resulting from repair, or attempted repair, by anyone other than a **Pup-Grass®** representative.

