



Superior Turf Direct Turf Limited Warranty

Manufacturer limited warranty administered by Superior Turf Direct · Rev 10/21/26 · October 2026

1. Who Is Covered

This limited warranty is the manufacturer's warranty on the synthetic turf material ("the Material") sold by Superior Turf Direct. It is extended to the original purchaser of the Material and to the Registered Owner of the property where the Material is installed. Superior Turf Direct administers registration and claims on the manufacturer's behalf.

Register the Material with Superior Turf Direct within 30 days of delivery so the claim history is tied to the installation address. The warranty may not be transferred or assigned without the manufacturer's prior written consent. Any transfer or assignment made without that consent is void.

2. What Is Covered

The Material is warranted against defects in material that cause premature wear under ordinary use, for the warranty term of the product purchased. During the term, the affected area is eligible for replacement where:

- The turf substantially changes, other than through ordinary wear.
- The pile height is reduced by 50% or more.

3. Warranty Term and Proration

The warranty term is set by the product: 10 years or 15 years, as stated for each product on the warranty page and on the current price sheet. The term runs from the date the Material is purchased and shipped. Coverage is prorated by year and is expressed as a percentage of the replacement material for the affected area.

Residential installations:

- Years 1 to 7: 100%.
- Years 8 to 10: 50%.
- Years 11 to 12: 25%.
- Years 13 to 15: 15%.

Commercial installations:

- Years 1 to 4: 100%.
- Years 5 to 7: 50%.
- Years 8 to 10: 25%.
- Years 11 to 12: 15%.
- Years 13 to 15: 5%.

A product with a 10 year term follows the same schedule, and coverage ends after year 10.

4. Conditions of Coverage

Coverage applies only where all of the following are true:

- The Material was purchased from Superior Turf Direct and paid in full.
- The Material was installed by a professional installer.
- The Material was installed over a compacted base of at least 2½ inches of crushed rock or decomposed granite.
- The Material was used within the application it was sold for. Landscape products used in sports, athletic, playground fall height, or putting surface applications are outside this warranty. Products sold as sports turf are warranted for sports and athletic surface use, and products sold as putting surface are warranted for that use.
- The Material has been properly maintained, protected, and repaired.
- The Material was inspected at delivery or pickup, and any defect discoverable at that time was reported in writing within 30 days of delivery or pickup. Defects not reported within that window are deemed accepted.

5. Exclusions

This warranty does not cover:

- Normal wear and tear, including matted blades, and slight color changes.
- Installation workmanship, and any installation not performed by a professional installer. Seams, base preparation, drainage, and fastening are the installing contractor's responsibility.
- Installations over unsupported or unsuitable surfaces, including uneven surfaces, rooftops, wood decks, dirt, concrete, asphalt, or pavers.
- Damage from improper underlay or base, pile crushing, machinery, or equipment.
- Heat damage caused by sunlight reflected from energy efficient windows, glass doors, vinyl fences, mirrors, or other reflective surfaces.
- Visible lines caused by yarn color variation or tufting stitch rows.
- Chemicals, solvents, and improper cleaning.
- Accidents, abuse, willful or negligent misuse, neglect, vandalism, force majeure, and acts of God, including earthquakes, floods, hurricanes, and other natural disasters.
- Failure to properly maintain, protect, or repair the Material.
- Shipping damage. Note it on the delivery receipt and file the claim with the carrier.
- Impact attenuation and system performance. No GMax, HIC, or fall height rating is supplied with the Material.

6. What the Warranty Provides

If a covered defect is confirmed, replacement material for the affected area is supplied at the percentage that applies for the year in which the claim is confirmed, under the residential or commercial schedule in Section 3.

Replacement material may differ slightly in color or texture from the original due to dye lot and production variation. The remedy is limited to supplying material. Labor, removal of the affected turf, disposal, freight, infill, accessories, and installation of the replacement are paid by the purchaser.

7. How to File a Claim

Superior Turf Direct handles all warranty claims. Submit a claim through the online claim form, in writing to info@superiorturfdirect.com, or by phone at (619) 717-1342. Include the Registered Owner name, delivery date, order or invoice number, product name, lot numbers, and photographs of the affected area, plus a description of the condition and when it appeared.

- Superior Turf Direct will acknowledge the claim within 3 business days.
- An inspection, if required, will be arranged within 30 days of acknowledgement.
- Access to the site must be provided for inspection. Refusal to allow inspection voids the claim.
- Do not remove or replace the affected Material before inspection is complete.

8. Limitation of Liability

This limited warranty is the sole and exclusive warranty for the Material and replaces all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, to the fullest extent permitted by law. No person may create any obligation beyond the terms of this warranty.

In no event is Superior Turf Direct or the manufacturer liable for incidental, consequential, special, indirect, or punitive damages, including loss of use, loss of profit, labor, removal, disposal, reinstallation, landscaping, or property damage. Total liability under this warranty will never exceed the applicable percentage of the replacement material for the affected area.

9. Materials Only

Superior Turf Direct sells material only. Superior Turf Direct does not perform, arrange, subcontract, or supervise installation, and this warranty covers the Material only, not workmanship. Installation is warranted, if at all, by the installing contractor. Nothing in this document creates a contractor relationship, a joint venture, or any responsibility for site conditions, base preparation, drainage, or the finished installation.

10. Governing Law and Dispute Resolution

This warranty is governed by the laws of the State of California, without regard to conflict of law rules. Any dispute arising out of or relating to this warranty will be resolved by binding arbitration in San Diego County, California, under the rules of a recognized arbitration provider, and each party waives any right to a jury trial or to participate in a class proceeding.

If any provision of this warranty is found unenforceable, the remaining provisions stay in full force.

11. Warranty Contact

Superior Turf Direct, Warranty Department

- Email: info@superiorturfdirect.com
- Phone: (619) 717-1342
- Online: superiorturfdirect.com/warranty