

# OAKMONT TURF 15-YEAR LIMITED WARRANTY

## ARTIFICIAL TURF WARRANTY DOCUMENT



Oakmont Turf offers a 15-Year Limited Warranty to the original buyer of its artificial turf. This warranty covers material and workmanship defects for 15 years from turf installation.

### What's Covered:

- Problems with Manufacturer materials or workmanship causing early failure.
- Ultraviolet Deterioration
- Significant Pile Height Decrease by 50% or more
- Color fading beyond industry standards. Some color change is expected over time.
- Significant fiber breakdown beyond wear and tear or damage, affecting use.

### What's Not Covered:

- Normal fading or wear from regular use over time.
- Damages from not following installation instructions.
- Improper Turf Maintenance, or harm from unapproved chemicals.
- Damage from misuse, abuse, neglect, force majeure, melting from extreme heat source, or natural disasters.
- Damage incurred during Logistical process (shipping/transport). Claim must be filed against the freight line.
- Labor Costs in repair/replacement process.

### Warranty Claim Process:

- **Coverage:**
  - 0-5 years: 100% of purchase price
  - 6-10 years: 50% of purchase price
  - 11-15 years: 25% of purchase price

Oakmont Turf will decide whether to repair, replace, or refund based on this schedule. Labor costs for removal or installation are not covered.

### Maintaining the Warranty:

- **Install Properly:** Follow installation guidelines.
- **Regular Maintenance:** Clean and brush turf regularly.
- **Approved Cleaners:** Use suitable cleaning products recommended by Oakmont Turf.
- **Proof of Purchase:** Keep your receipt.
- **Report Issues Quickly:** Notify Oakmont Turf within 30 days of finding a defect.
- **Allow Inspections:** Permit product inspections when required.

**Limits of Liability:** Oakmont Turf's responsibility is limited to repair, replacement, or refund of the defective product. They are not liable for indirect damages or losses. This warranty is the only warranty provided, replacing all others. Some states may have different rules on damage exclusions.

**Transferability:** The warranty cannot be transferred without Oakmont Turf's written consent. Unauthorized transfers are void.

### Making a Claim:

1. Notify Oakmont Turf in writing within 30 days of finding a defect.
2. Provide proof of purchase.
3. Include photos or documentation.

4. Allow Oakmont Turf to inspect the product.

**Warranty Registration:** Completing the registration form is optional but helps with future claims. Send it within 30 days of purchase to:

Oakmont Turf  
Warranty Department  
3333 E. Atlanta Ave. #150  
Phoenix, AZ 85040  
sales@oakmontturf.com

