

# ARTIFICIAL GRASS WARRANTY



Standard Carpets offers 5 years warranty from the date of manufacturing for artificial turf products against defects in materials, premature wear and UV degradation of the fibers, depending on the intensity of the sun at the installation location.

Artificial turf is considered a consumable product; therefore, this warranty excludes wear and tear. Normal wear and tear, including matted down blades is not a manufacturing defect and therefore is not covered by this warranty. Slight color changes will occur over the lifetime of artificial turf and are not covered by this limited warranty.

**This limited warranty shall not cover any defect, failure or damage in or to the artificial turf, which is:**

- (a) Subject to or caused by abuse, misuse, negligence;
- (b) The result of improper installation, maintenance, repairs, alterations or replacements;
- (c) Damaged, directly or indirectly, including, but not limited to, and/or on account of, accident, vandalism, machinery, inappropriate footwear (spiked shoes), animals, misuse, fire, tobacco products, flood, chemical reactions, the use of dry cleaning fluids or improper cleaning methods, acts of God, static or dynamic loads exceeding the manufacturers specifications at time of installation, improper installation, improper or faulty subsurface preparation, and the failure of the subsurface after the installation including settling of the surface;
- (d) Damage caused by sun magnification and melting or matting from reflection.

This limited warranty is expressly in lieu of all conditions and warranties express or implied, in fact or by law, or otherwise, including without limitation, any implied conditions or warranties as to merchantability or fitness for a particular purpose. No person or party is authorized to create any obligation or liability for Standard Carpets, and only the limited warranty expressed herein shall apply.

Standard Carpets obligations under this limited warranty, at its sole option, are restricted to:

- 1) The replacement of the affected area of the artificial turf covered herein with new product of like or similar quality, without any guarantee of dye lot match or
- 2) Issue a credit for the affected area of artificial turf covered herein equal to the cost of the artificial turf material. The credit will only be good towards the purchase of new Standard Carpets artificial turf. There will be no cash payout. Standard Carpets liability under this limited warranty is limited to the cost of the artificial turf only.

The remedy of replacement or credit under this limited warranty shall be the sole remedy and Standard Carpets shall have no other obligations or liability in connection with any matter or thing, including, without limitation, all indirect or consequential damages, damages for personal injury, damages related to lost revenue, increased costs, down time costs, and/or additional costs involved with installation or re-installation.

# LIMITATIONS

## This warranty is inapplicable

- (i) To products used for any purpose other than landscape purposes
- (ii) To any damage during or on account of improper handling, storing, transportation, installations or repairs unless the improper conducts are committed by Standard Carpets
- (iii) To the extent that any defect or damage is caused by:
  - 1. Burns, cuts, accidents, vandalism, abuse, negligence or neglect;
  - 2. Japanese Knot Weed, Bamboo, Mare's Tail, Tree Root Growth or any other horticultural external influence;
  - 3. Wild animal damage including Badgers, Moles, Foxes and any other non-domestic animal;
  - 4. Damage from Dogs, Cats, Rabbits or any other domestic pets;
  - 5. Reflection from mirrors and/or glass onto the product;
  - 6. Subsidence caused by ground movement and/or tree roots;
  - 7. Improper design or failure of the sub-base
  - 8. Drainage defects or deficiencies on the sub-base and/or its surrounding area;
  - 9. Wear or abrasion caused by an inadequate sub-base;
  - 10. Any harmful chemical reaction to the product caused by infill materials;
  - 11. Use of improper footwear or sports equipment;
  - 12. The playing surface being used for the purpose other than for which it was designed and installed;
  - 13. Application of improper cleaning methods.
  - 14. Use of cleaning chemicals, herbicides or pesticides;
  - 15. Forces majeure or other conditions beyond the reasonable control of Standard Carpets;
  - 16. Post fibrillation after or during installation purposes other than to get the infill materials in place; or
  - 17. Failure to properly maintain, protect or repair the Products.

## QUICK GUIDE



### How to ensure fast and easy warranty service:

Retain two square feet of excess, unused artificial grass after installation.

Keep your original artificial grass purchase receipt.

Keep a list of all the products used to clean your artificial grass.

Warranty claims must be addressed to:

Standard Carpets Ind. LLC,  
Dubai Industrial Park,  
P.O. Box 490014, UAE

or [info@standardcarpets.com](mailto:info@standardcarpets.com)

For further info please visit our website:  
[www.standardcarpets.com](http://www.standardcarpets.com)