

Chi Turf Limited Warranty

CHI TURF STANDARD 10 YEAR PRODUCT WARRANTY

Chi Turf uses the latest manufacturing techniques and highest quality materials in the production of all artificial turf lines within the Chi Turf family of products. Materials are guaranteed against defects in product for a period of 10 years from the date of purchase.

Chi Turf warrants that if the artificial grass purchased proves to be defective resulting in premature wear during normal use of the product within 10 years from the date of manufacture, or has significant fading and/or breakdown due to exposure to sun's rays within the same 10 year period, Chi Turf will either repair / replace the affected area or issue a credit equal to the cost of the artificial grass material purchased on a pro rated scale based on 100% of value up to 5 years, 50% of value from 5 to 8 years and 25% of value during the 8 to 10 year span.

Warranty shall not cover any defects or damage to the Chi Turf product line(s) which is the result of 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 surface(s). This warranty does not cover any type of matting on this product, regardless of cause. This warranty does not cover sun magnification and melting from low e windows or melting / matting as a result of the sun's reflection off surrounding windows. Faulty subsurface preparation or failures in the subsurface after installation are not covered in this warranty. This warranty does not cover turf surface deterioration resulting from normal wear and tear or any damages arising out of or in connection with improper installation beyond its control, accidents, misuse, abuse, neglect, exposure of product to improper shoes such as metal cleats, chemicals or cleaning products. No person or party shall create any obligation or liability for Chi Turf and only the guarantee as expressed herein shall apply.

Artificial turf can be readily repaired or seamed. This warranty is restricted to the repair or replacement of the affected areas only. Chi Turf 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 from personal injury or damages related to lost revenue, increased costs, downtime costs and all other indirect or consequential damages. In the event that Chi Turf elects to issue a credit in lieu of repair or replacement, the credit shall only apply to the affected area of the artificial grass-giving rise to the claim. There will be no cash payout, the credit will be good only toward the purchase of Chi Turf artificial turf.

As with any manufactured product, there are occasional slight differences in color between dye lots. Customer also understands that finished product may have the slight appearance of striations (lines) in the turf surface caused by a bend in the turf fibers. This bend is result of the turf being rolled and coming out of storage prior to being cut and then rerolled per requested size spec for transit. Typically these lines are erased by brooming, exposure to the sun and/or warmer temperatures once the turf is unfurled. Chi Turf cannot be held responsible for any color shading differences throughout product lines.

Chi Turf strives to handle all warranty claims promptly and professionally. Warranty claims must be made in writing to Chi turf within 10 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 Chi Turf authorized agent must be included. This warranty is not transferable. Purchasers are encouraged to call for information prior to taking any action that could void this warranty.

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