

TURF INTERVENTION PATROL

LABOR WARRANTY PROTECTION AGREEMENT

Customer Name:

Project Address:

Project Number:

Installation Date:

STANDARD INSTALLATION WARRANTY

Every Turf Intervention Patrol installation includes a complimentary:

2-Year Labor Warranty

This warranty covers defects in installation workmanship performed by Turf Intervention Patrol for a period of two (2) years from the installation completion date.

Covered labor repairs include:

Artificial Turf

- Seam separation caused by installation failure
- Edge lifting caused by installation failure
- Turf movement caused by installation failure

- Improper anchoring or fastening
- Workmanship-related drainage issues

Pavers

- Excessive paver movement caused by installation failure
- Workmanship-related settling
- Edge restraint failure
- Improper installation defects

This warranty applies only to workmanship performed by Turf Intervention Patrol.

Manufacturer warranties remain separate and are administered directly through the product manufacturer.

OPTIONAL EXTENDED LABOR WARRANTY PROGRAMS

Customers may extend their labor warranty coverage by purchasing one of the following protection plans.

PLATINUM LABOR WARRANTY

Five (5) Year Coverage

Warranty Cost:

\$799

Coverage Term:

5 Years Total

This plan extends the standard labor warranty from two (2) years to five (5) years.

Coverage includes:

Artificial Turf

- Seam repairs
- Edge repairs
- Re-anchoring
- Installation workmanship defects
- Labor required to correct covered installation failures

Pavers

- Re-leveling of pavers due to installation defects
- Edge restraint repairs
- Workmanship-related corrections
- Labor required to correct covered installation failures

ELITE LABOR WARRANTY

Seven (7) Year Coverage

Warranty Cost:

\$1,999

Coverage Term:

7 Years Total

This plan extends the standard labor warranty from two (2) years to seven (7) years.

Coverage includes all Platinum Warranty benefits plus extended protection against covered workmanship-related failures for an additional two years.

WHAT IS COVERED

The Labor Warranty covers:

- Defects in installation workmanship

- Labor necessary to repair covered installation failures
- Necessary labor to correct workmanship deficiencies
- Reinstallation of affected areas caused by covered workmanship issues

At the Company's discretion, repairs may include:

- Spot repairs
- Section replacement
- Re-leveling
- Re-anchoring
- Re-seaming
- Re-compaction

WHAT IS NOT COVERED

This warranty does not cover:

Product Defects

- Turf fiber failure
- Manufacturer defects
- Paver manufacturing defects
- Product discoloration
- Product warranty claims

These items remain covered by the manufacturer's warranty

Customer Damage

- Vehicle damage
- Pet damage
- Burns From Reflection
- Chemical damage
- Stains
- Cuts or punctures
- Improper use

Acts of Nature

- Flooding
- Erosion
- Earth movement
- Sinkholes
- Extreme weather events
- Tree root intrusion

Third-Party Work

This warranty becomes void if:

- Another contractor modifies the installation
- Customer performs repairs
- Additional work alters the original installation

Normal Wear and Tear

This warranty does not cover:

- Normal settling within industry standards

(**The Baseline Standard:** Total settlement or vertical movement of hardscape (pavers, stone patios, and modular retaining walls) should not exceed ¼")

- Routine maintenance
- Weed treatment
- Turf cleaning
- Infill replenishment
- Seasonal movement within acceptable tolerances

WARRANTY CLAIM PROCEDURE

To initiate a warranty claim:

Customer must submit:

- Name
- Address
- Description of concern
- Photos of the affected area

Claims may be submitted by:

Phone:

Email:

INSPECTION PROCESS

Turf Intervention Patrol reserves the right to:

- Inspect all warranty claims
- Determine the cause of the issue
- Determine the eligibility of the claim
- Approve or deny coverage

Warranty repairs shall be scheduled within a reasonable timeframe following approval.

TRANSFERABILITY

☐ Non-Transferable

(Company Selection)

If transferable, the warranty remains with the property and transfers to the next owner during the warranty period.

LIMITATION OF LIABILITY

This warranty is limited exclusively to labor repairs of covered workmanship defects.

The maximum liability of Turf Intervention Patrol shall not exceed the original contract value paid for the installation.

No incidental, consequential, indirect, or punitive damages shall be covered.

CUSTOMER ACKNOWLEDGEMENT

I acknowledge that I have reviewed and understand the terms of this Labor Warranty Protection Agreement.

Customer Signature:

Date:

WARRANTY SELECTION

- ☐ Standard 2-Year Labor Warranty Included
- ☐ Platinum 5-Year Labor Warranty Upgrade – \$799
- ☐ Elite 7-Year Labor Warranty Upgrade – \$1,999

Customer Initials:

Authorized Company Representative:

Date:
