



Synturf Inc. • 934 Creebridge Crescent, Newmarket, ON L3X 1P1 • Email: office@synturf.ca • Website: www.synturf.ca • Phone: 289-500-1771

Warranty Coverage and Payment Terms

Introduction

Thank you for choosing Synturf Inc. for your project. We are dedicated to delivering exceptional quality, durable materials, and professional workmanship. This document sets forth the terms and conditions governing warranty coverage and payment obligations. By accepting our services and/or proceeding with your project, you acknowledge and agree to these terms, which shall be binding and enforceable as part of your service agreement with Synturf Inc.

Scope of Work and Standard Inclusions

Our pricing for all turf projects encompasses the following, unless otherwise stipulated in the project agreement: • Base preparation and construction of a limestone aggregate base • Turf installation utilizing galvanized staples and spikes • Application of high-grade sand for top dressing

Warranty Terms and Conditions

1. Product Warranty — Synturf Inc. provides a 15-year limited warranty on all synthetic turf products supplied and installed by us, covering defects in materials and manufacturing under normal residential or commercial use. 2. Accessories Warranty — All cups, flags, and poles installed as part of your project are covered by a 2-year warranty against defects in materials and workmanship. 3. Labor Warranty — All installation labor for turf projects is warranted for a period of 15 years. Labor for other projects is warranted for 2 years from the completion date. 4. Service-Only Items — The natural reduction or displacement of top-dressing sand over time is not covered under warranty. This is a normal maintenance item and can be corrected through service for a nominal fee. 5. Slight Seam Visibility — While Synturf Inc. workmanship hides seams to the highest industry standard, slight seam visibility may occur under certain lighting conditions, angles, or when closely inspected. This is considered a normal characteristic of synthetic turf systems and does not constitute a defect in materials or workmanship. 6. Exclusions and Limitations — This warranty does not cover: damages caused by misuse, neglect, vandalism, accidents, or abuse; damages resulting from animals, insects, or natural causes (storms, floods, frost heave, earthquakes); unevenness or base settling over time (which may be corrected for a nominal fee); or paint jobs. 7. Travel Costs for Warranty Service — Travel costs are included for projects within Toronto and the York Region. For locations outside these areas, travel costs must be compensated for each day of repair service. 8. Warranty Void Conditions — The warranty is void if full payment is not received within five (5) calendar days of project completion. Breach of the service agreement, denial of access for inspection or service, or unauthorized alterations void coverage.

Additional Client Responsibilities

Permit Responsibility — It is solely the client's responsibility to obtain and secure any permits required by municipal regulations or other authorities prior to the commencement of work. Synturf Inc. does not assume responsibility for obtaining permits. If work is delayed, halted, modified, or penalized due to missing or improper permits, the client will bear all associated costs, delays, and liabilities. Walkthrough Responsibility — If a walkthrough is scheduled upon project completion, the client must be present to review the completed work and raise any concerns immediately. This ensures that any issues can be addressed promptly before the project is considered complete. Failure to attend a scheduled walkthrough does not remove the client's payment obligations. Any issues raised after project completion or after the walkthrough may result in scheduling delays for follow-up service, as they will be handled according to crew availability.

Payment Terms

1. Turf and Landscaping Projects — The final payment must be made within five (5) calendar days of project completion in order to activate warranty coverage. Failure to submit payment within this period means the warranty will not be activated. 2. Construction and Renovation Projects — Payment terms specified in the invoice email must be strictly adhered to. Failure to make payments on time may result in suspension of work until payment is received. 3. Consequences of Non-Payment — If final payment is not received within five (5) days, warranty coverage will not take effect. Continued non-payment will result in the permanent termination of all warranty rights. Outstanding balances may accrue interest charges as permitted by law, and Synturf Inc. reserves the right to suspend work, withhold materials, or pursue legal remedies for recovery.

Deposit and Cancellation Policy

A project deposit is required before the commencement of work and prior to ordering any materials. Once the deposit has been received and materials have been ordered, the deposit becomes non-refundable. If the client decides to cancel the project after the deposit has been paid, Synturf Inc. retains the deposit amount to cover costs related to materials, scheduling, and administrative preparation already incurred. Should a cancellation occur before materials are ordered or work has been scheduled, a portion of the deposit may be refundable at the sole discretion of Synturf Inc.

Acceptance of Terms

By proceeding with the project and accepting services from Synturf Inc., the client acknowledges and agrees to all terms and conditions set forth herein. These terms supersede any prior verbal agreements and form part of the legally binding agreement between Synturf Inc. and the client.