



PupGear Pet Products (PGPP) Manufacturer's Warranty

If you have purchased synthetic grass manufactured by Pup-Grass®, **PGPP** provides the following limited warranty:

PGPP warrants that if the synthetic grass proves to be defective in materials during normal use within fifteen (15) years from the date of manufacture, or suffers significant fading, breakdown, or degradation due to exposure to natural ultraviolet rays within the same period,

PGPP will, at its sole discretion:

1. Repair or replace the affected area at no charge to the purchaser, OR
2. Issue a credit equal to the cost of the synthetic grass material.

For the purpose of this warranty, the product shall be deemed to have failed in ultraviolet stability if its original tensile strength decreases by more than 50%.

Proration Schedule:

- Years 1-10: 100%
- Years 11-13: 50%
- Years 14-15: 25%

If **PGPP** elects to issue a credit instead of repair or replacement, the credit shall only apply to the affected area and will be issued to the retailer. The credit, calculated as a percentage of the replacement cost of new synthetic grass of the same or comparable quality, is valid only toward the purchase of Pup-Grass® Synthetic Grass. No cash payment will be provided.

•Exclusions & Limitations:

•**Matting:** Warranty does not cover any type of matting, regardless of the cause.

•**Product Source:** Warranty applies only to synthetic grass products purchased directly from PGPP.

•**Installation:** Warranty does not cover installation issues or surface deterioration from normal wear and tear.

•**Damage from External Factors:** Not covered if damage results from improper installation, accidents, misuse, abuse, neglect, inappropriate footwear (e.g., metal cleats), tobacco products, chemicals, cleaning agents, fire, floods, vandalism, or acts of God.

•**Disclaimers:** PGPP disclaims all express or implied warranties, including warranties of merchantability and fitness for a particular purpose. PGPP is not liable for incidental or consequential damages.

•Non Consequential or Incidental Damages:

PGPP will not cover damages related to economic loss, expenses, personal injury, or other indirect costs arising from the use or performance of the synthetic grass.

•**Non-Transferable:** Warranty is only valid for the original purchaser and is not transferable

•**Claims Process:** All warranty claims must be submitted to PGPP in a timely manner with a printed description and supporting photos as soon as an issue becomes evident

•**Specific Exclusions:** Warranty does not cover sun magnification and melting from Low-E windows, matting, or putting greens.

•This warranty ensures that Pup-Grass® products maintain their quality and performance under normal conditions while outlining specific exclusions and limitations to provide clarity to consumers.