



SYNLAWN®

SELF INSTALL/MATERIAL ONLY SALES POLICIES

- ✓ No refunds, returns, or cancellations on cut rolls or special-order products, including accessories.
- ✓ Clean, unaltered, uninstalled full rolls must be returned within 30 days.
- ✓ A 20% restock fee will be incurred on all returned products.
- ✓ All material must be paid in full before receiving for all COD accounts.
- ✓ It is the responsibility of the customer to inspect product for defects, as well as correct style and color before installing or altering the product. Failure to do so voids warranty and replacement.
- ✓ Synthetic turf is manufactured in batches, if you need to purchase additional turf for your project, we can not guarantee that we will be able to provide you with the matching color (dye lot).
- ✓ No refunds or returns on any products after 30 days of purchase.
- ✓ All products must be picked up within 7 days of placing order. After 7 days storage fees may apply.
- ✓ Warranty: SYNLawn turf carries a limited lifetime warranty as specified under the SYNLawn warranty at www.synlawn.com.
- ✓ Melting of your turf can be caused by window reflections, be sure to install solar screens if there could be reflective issues. **Melting turf is NOT covered under the manufacturer's warranty.**
- ✓ Self-install disclaimer: Upon taking possession of product, SYNLawn is not liable for any damage incurred to the product as a result of transporting the product. This also includes any damage made to any vehicle used in the transporting of such product.