



Bella Rosa Pavers and Turf LLC Hardscape Installation Warranty

This is a labor warranty provided by and for installations performed by Bella Rosa Pavers and Turf LLC (“Bella Rosa”) and is provided to the original purchaser (“Owner”). Manufacturer’s product warranties apply per their own specifications separate from this labor warranty. This warranty covers hardscape installations including interlocking pavers, retaining walls, and freestanding walls.

The specific length of this warranty and breakdown of coverage are as follows:

Any warranty claim submitted before the end of the 28th year of the installation and approved by Bella Rosa will be fully covered by this warranty.

Once the installation is 29 years old, this warranty serves as a customer loyalty credit that may be used for either pavers or artificial grass. Possession of this warranty with records of original purchase may be used to secure a 5% credit on a new installation of the same project for the Owner. If there are adjustments to the project that significantly alter the cost profile, the credit is subject to approval by Bella Rosa. The credit may not be used for another property or another area on the same property. Exclusions as detailed below apply. This warranty does not cover the cost of materials if the material warranty offered by the supplier of those materials is no longer in effect. If materials that are not covered by a supplier are required, Bella Rosa may issue to the Owner a bill for the materials required.

This warranty specifically excludes any portion of work performed by others if such is a necessary component of a paver installation (examples include excavation, sub-base preparation, backfill, etc. that may have been performed by the Owner or by other contractors hired by the Owner.) If work is performed by a party other than Bella Rosa to the installation or adjacent to it after Bella Rosa has completed the installation, any damage to the area will not be covered.

The following are specifically covered against and within the scope of this warranty:

- Broken or cracked pavers that are damaged during installation.
- Loose pavers.
- Loose edge restraints.
- Settling in excess of 3/8” compared to adjacent pavers, walls, or stair treads.
- Sub-base preparation (when performed by Bella Rosa and specifically excludes sub-base failures resulting from improper native soil compaction performed by others and/or a result of improper backfill and compaction in adjacent areas performed by others; examples include areas adjacent to recently installed/modified walls, pools, etc.).



- Any labor associated with a product warranty claim during the LABOR warranty period. In situations where the product warranty period extends beyond the labor warranty period any labor costs associated with a product warranty would be the responsibility of the Owner when outside of the labor warranty period.
- This warranty is not transferable and is extended only to the original purchaser of the product.

Exclusions include:

- Abuse and or misuse. Normal wear and tear.
- Product that has been replaced, repaired, altered, or installed by any person other than Bella Rosa.
- Damages caused by power washing the surface of the paver installation.
- Naturally occurring efflorescence, pitting, dusting, or staining.

Damages caused by drainage failures outside of the installation area or where drainage recommendations were not followed.

- Damaged, directly or indirectly, by acts of vandalism, machinery, animals, fire, chemical spills, invasive tree roots or other damage to subbase, acts of God, excessive static or dynamic loads, faulty or improper subsurface preparation (performed by others), subsurface failure (performed by others), or the use of unauthorized fluids or cleaning methods.
- Damage caused by root systems
- This warranty does not apply to damage resulting from failure to provide reasonable maintenance including failure to clean the product as reasonably necessary.

Additional warrantied services:

The following have a one year full labor warranty if a claim is approved by Bella Rosa:

Lighting
Irrigation

Bella Rosa commits to handling all warranty claims promptly and professionally conditional upon the purchaser's account being in good standing at the time of the claim. All claims by the purchaser made under the terms of this warranty must be made in writing prior to the expiration of the warranty and sent to info@bellarosalandscaping.com. Product color will be matched as closely as possible, but some slight variation may occur. Replacement of a product or component does not renew the warranty period or otherwise affect the original warranty or warranty period.