



## Bella Rosa Pavers and Turf LLC Artificial Grass Labor/Installation Warranty

This is the 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”). This is distinct from the product warranty for materials installed by Bella Rosa. Product warranties are provided by Bella Rosa’s suppliers and can be provided upon request.

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

Any warranty claim submitted before the end of the tenth year of the installation and approved by Bella Rosa will be fully covered by this warranty. For any claim submitted by the Owner between the beginning of the eleventh year and the end of the twelfth year of the installation and approved by Bella Rosa, Bella Rosa will cover 50% of labor costs for the correction of the claim. For any claim submitted by the Owner between the beginning of the thirteenth year and the end of the fourteenth year of the installation and approved by Bella Rosa, Bella Rosa will cover 15% of labor costs for the correction of the claim.

Once the installation is 15 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warranty does not cover the cost of materials if the material warranty offered by the supplier of those materials is no longer in effect.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 an artificial grass and/or 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, as applicable based on the type of work completed:**

- Artificial grass seams.
- Finished edge of the perimeters.
- 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. Matting of any kind, regardless of the cause.
- Product that has been replaced, repaired, altered, or installed by any person other than Bella Rosa.
- Damaged, directly or indirectly, by acts of vandalism, machinery, animals, fire, chemical spills, 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 resulting from localized heating (most often caused by highly reflective surfaces such as energy efficient or reflective windows & glass doors and/or smooth white surfaces).** In this scenario the reflected energy usually reaches the turf as a narrow band (10-25cm) of reflected heat and may reach temperatures in excess of the melting point of most plastics used in the synthetic turf industry. This is something to be particularly aware of when having artificial grass installed on the South or East side of the home and that is exposed to sunlight between 11:30 am and 2:00 pm adjacent to reflective surfaces. We will look for this with you and attempt to point out any potential issues however ultimate burden and responsibility for this rests with the owner as they are the only ones that know when and what type of windows were installed.
- Damage caused by leaving any heat-absorbent material on the artificial grass during daylight hours such as clear or dark plastic sheeting, etc. These products absorb heat at a higher rate than the artificial grass and may cause localized shrinkage of the fibers as the temperature may exceed the artificial grass stabilization temperature.
- 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 warranted 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 Owner's account being in good standing at the time of the claim. All claims by the Owner made under the terms of this warranty must be made in writing and sent to [info@bellarosaturf.com](mailto:info@bellarosaturf.com). The date the written request is received will determine the proration

rate. Replacement of a product or component does not renew the warranty period or otherwise affect the original warranty or warranty period.