



Warranty Page

All information contained herein shall be held in accordance with Sec 521.052 of Business and Commerce Code.

Installers Warranty Terms and Conditions

Big Tex Turf has established its reputation and consistency of customer satisfaction by providing the utmost professional and trustworthy artificial turf experience. Big Tex Turf offers its clients a two (2) year warranty that covers labor. In addition, our manufacturers offer a fifteen (15) year fading warranty on the artificial turf and synthetic grass materials. Big Tex Turf's warranty includes:

-Natural Soil/ground application: Removal of soil, grass, gravel and other aggregates up to 4" to provide a level, compacted base that allows drainage and mitigates possible standing water and collection. Weed mesh barrier, artificial grass/synthetic turf water permeable materials used in installation process including but not limited to sand, decomposed granite, infill, gravel and other aggregates.

-Adhesive/Glue Application: Preparation of installation area via: power brushing, etching, power washing, sweeping and cleaning will be provided as needed. Artificial grass/synthetic turf is attached to underlayment (pad, concrete). Use of patented industrial adhesive (3M-products) designed for artificial grass/synthetic turf installation may be necessary. Sand, infill, and other aggregates may be used to form consistent base for turf.

-Tint/Film Installation: Big Tex Turf may install proprietary window and glass tint/film in order to reduce and or eliminate possible burning or discoloration of artificial grass/synthetic turf. Such products may increase turfs longevity.

Exceptions:

-Force majeure: Hurricanes, earthquakes, floods, fire and other natural disasters. Clients failure to properly maintain or protect turf.

-Burnt/Damaged turf: Due to but not limited to reflection from windows (clients or others) that result in damage due to heat, not protected by window film or tint that is recommended by Big Tex Turf.

-Pet Damage: It's important to understand that our warranty does not cover damages caused by pets. Should our team assess any warranty claims and identify pet-related damage, a fee of \$250, along with the necessary costs for repair or replacement, will be applied. Additionally, clients should be aware that we are not liable for any incidents where pets may dig out staples or nails from the turf, potentially causing harm to themselves.

-Improper maintenance or cleaning of turf- Vandalism, accidents, abuse, or neglect that causes damages to turf. Improper placement or positioning of cooking grills, smokers, fire pits, and other instruments that produce heat or are flammable in nature.

-Airborne Pollen/Weeds : Turf is not a maintenance free option. There will have to be some quarterly cleaning, brushing and infill addition to keep turf looking good. Trees can release pollen that will land on turf causing superficial weeds, we recommend spraying turf with a weedkiller quarterly to limit this. We do install a weed barrier below turf to enforce no weeds push through, but pollen can sprout weeds superficially. We do not consider this to be a warranty and recommend spraying weed killer.

Details of Coverage:

-Warranty is transferable. Clients must inspect all aspects of installation upon completion. All installation work must be performed by Big Tex Turf. Coverage is installation only. Material/Supply warranty is separate.

-With a warranty submission to our website, expect a response from your sales rep or the warranty department within 72 hours of a submission. From the acknowledgment of the warranty, expect a technician to be onsite to repair your turf within 2-4 weeks (excluding weekends). We will inform you of the expected date for repair.

Terms:

-50% down payment is required before installation.

-Balance is due on the day of completion (unless otherwise noted by representative).

-GreenSky finance will be charged the same way as a credit card. (50% before installation and remaining amount once the job is completed).

-Failure of submitting a payment within 5 business days (unless otherwise noted by representative) will add on a late fee of 2% of total job.

Contact Information:

Turf Sales: 832-788-8782

Main Office: 832-641-8600

warranty@bigtexturf.com



Details for Job

All information contained herein shall be held in accordance with Sec 521.052 of Business and Commerce Code.

Scope of work

1. We will remove any existing sod and put up to 2" - 3" of the base material. We will keep the same slope of the yard as it is before to ensure water flows the same direction as before unless changes are required and they will be discussed prior.
2. The base material will then be spread across designated area and be compacted.
3. Weed fabric will be installed to prevent weed growth.
4. Turf will then be rolled out and cut to fit the job site.
5. The turf will be secured with U shape landscape staples and/or nails, depending on the hardness of the surface.
6. We then apply silica sand infill (if client has pets, a pet turf will be installed) and brush the turf to give a clean and finished appearance.
7. If edging is necessary we will install bendaboard edging, which would already be discussed prior to install.

Responsibility of homeowner

1. Provide property access to the job area and walk over the job with the project supervisor, before and after the installation.
2. Mark sprinkler heads, wires, and pipes prior to installation date and show them to PM prior to start. Failure to do so may result in damages which we will not be held responsible for.
3. Ensure all pet droppings are removed from the yard.
4. Provide 50% deposit to get the project on the schedule. *If financing, we charge 20% upfront and will need to be approved prior. A 3.5% processing fee is added to any financing job or credit card processed job.
5. Final payment is due on the project completion day. *If financing, we will send approval for final amount and will need to be approved upon receiving.
6. Client must walk over the project with our lead and sign a certificate of completion provided by the lead installer. This ensures that BigTexTurf has successfully completed the turf install.

Contact Information:

Turf Sales: 832-788-8782

Main Office: 832-641-8600

warranty@bigtexturf.com