



WARRANTY CLAIM PROCESS

- 1.) Fill out the warranty form in its entirety. Failure to do so will result in claim not being processed.
- 2.) Email a copy of the original invoice to claims@turfhub.com. If you do not have the original invoice, please email us as much information as you can so that we can try our best to find it (ie. contractor's name, business name, alternate names invoice could potentially be under).
- 3.) Submit proper photos of the turf area. Make sure all photos are properly taken from all angles as specified below. Failure to do so will result in claim not being processed.

WHOLE AREA

Needs to show all of the turf



ZOOMED OUT

A zoomed out angle of the issue



CLOSE-UP OF ISSUE

A close-up photo of the turf issue



CLOSE-UP OF YARN

A close-up photo of the yarn shape

