

# Products for Sports Flooring Synthetic Turf – Residential Landscape Installation Products

1-Year Product Limited Warranty

**MAPEI's Best-Backed<sup>SM</sup> Warranty Program**

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1-800-42-MAPEI (1-800-426-2734)  
[www.mapei.us](http://www.mapei.us)



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Print this warranty, identify each product purchased, attach the proof of purchase and keep these documents in your files for future reference.

**Residential Turf Adhesive**

- ▶ *Ultrabond® Landscape Turf CG*
- ▶ *Ultrabond Landscape Turf RG*

#### **WARRANTY COVERAGE:**

MAPEI Corporation (“MAPEI”), subject to the terms and conditions set forth below, warrants that our product will be free from manufacturing defects and will not fail under normal usage for the applicable warranty period stated in the warranty length table set forth below (“Warranty Length Table”), when the product purchased is used within its shelf life and according to (a) the technical data sheets and other written materials issued by MAPEI for the product (collectively, the “Product Literature”) and (b) governmental regulations, codes and standard industry practices. It is the sole responsibility of the installer, as a condition of warranty coverage, to first determine the suitability and compatibility of our products for the user’s intended use.

#### **EXCLUSIONS FROM WARRANTY COVERAGE:**

The following are specifically excluded from coverage under this warranty: structural failure, inadequate subflooring, or improper subfloor preparation; damages caused by Acts of God, including, but not limited to hurricane, flooding, earthquake or other types of natural disaster, or as a result of unforeseen circumstances; acts of negligence, or product misuse or abuse; failure to comply with our Product Literature, applicable building codes and regulations, and standard industry practices; variations of color, shade or texture from those shown on samples, product packaging or any other marketing materials; changes in color due to exposure to sunlight and age; subfloor moisture or water damage; normal wear and tear resulting from usage and cracking due to structural movement, excessive deflection or other failure of the substrate. It is expressly understood that your purchase of our product acknowledges that MAPEI is not responsible or liable for determining the suitability or compatibility of our product for the user’s intended purpose.

#### **YOUR LEGAL RIGHTS:**

This constitutes your entire express warranty for the product purchased. To the extent permitted by law, all other warranties, whether express or implied, including, but not limited to the implied warranties of **MERCHANTABILITY** and **FITNESS FOR A PARTICULAR PURPOSE** are EXCLUDED. ANY IMPLIED WARRANTIES ARISING BY OPERATION OF LAW ARE LIMITED IN DURATION TO THE TERM OF THIS WARRANTY. MAPEI WILL NOT PAY OR BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, DIRECT OR EXEMPLARY DAMAGES, OR FOR LOST PROFITS OR BUSINESS INTERRUPTION LOSS, UNDER ANY CIRCUMSTANCES. YET, SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. No implied warranty can be modified by any course of dealing, course of performance or usage of trade. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. NO REPRESENTATION, PROMISE, AFFIRMATION OR STATEMENT BY ANY EMPLOYEE OR AGENT OF MAPEI WILL BE ENFORCEABLE AGAINST MAPEI UNLESS IT IS SPECIFICALLY INCLUDED IN THIS WARRANTY. This warranty: (a) shall commence on the date of purchase of our product and shall end as specified in the Warranty Length Table set forth below; (b) is limited to the original purchaser and is nontransferable; and (c) applies only to purchases and installations of the product within the United States on or after February 10, 2022.

#### **FILING A CLAIM:**

To file a claim under this warranty, you must contact us, in writing, within fifteen (15) calendar days of the discovery of the alleged manufacturing defect in our product, at MAPEI Corporation, Attn: Technical Services Department, 1144 E. Newport Center Drive, Deerfield Beach, Florida 33442. Proof of purchase must be submitted with any notice of claim. We have the right, without any obligation, to physically inspect, perform testing and obtain samples at the site where the warranty claim occurred, or to engage an independent third party for those services, before we determine the validity of your claim. In order to perform (or have performed) the services described in the prior sentence, the owner of the site consents to reasonable access for such services and agrees to pay for those services and all related costs of MAPEI if the claim is invalid under this warranty. Your claim must be received and evaluated by us before any repair or replacement work is performed; otherwise, this warranty will be null and void. For additional information regarding our warranty policy, please refer to our website at [www.mapei.us](http://www.mapei.us).

#### **YOUR EXCLUSIVE REMEDY:**

If your claim is valid under this warranty and our product is proven defective within the respective warranty period stated in this warranty, you will receive, as your sole remedy and at MAPEI’s own option: (a) replacement product for only that specific portion of the original installation requiring replacement, or (b) payment of an amount for the purchase price of the original product proven to be defective. Due to conditions beyond the control of MAPEI (e.g., color and shade availability, discontinuation, normal wear and tear), MAPEI cannot guarantee or warrant an exact match to the product used in the original installation..

**All products shown must be installed according to their Technical Data Sheets.**

**Technical Services Support Center**  
**1-800-992-6273**