



RETURN POLICY

Titan Turf Supply appreciates your product orders and we recognize there may be valid reasons to request a return of turf and/or accessories. Purchase orders of synthetic grass and/or accessories may be 100% refundable. For synthetic grass, consideration will be given if the synthetic grass has not been cut to order and/or has not been shipped. Once any order leaves the warehouse, the order is non-refundable. Once the synthetic grass is cut to the ordered length the order is non-refundable and is the buyer's responsibility, even if not shipped.

Titan Turf Supply may accept returns on full uncut rolls that are not cut, used, or damaged. Contact **Titan Turf Supply** to discuss and receive approval for a return prior to visiting the **Titan Turf Supply** office and warehouse. If initial authorization is given the Buyer is responsible for return shipping arrangement and shipping cost. **Titan Turf Supply** will charge a restocking fee of 20% for items it agrees to restock. All returns are subject to inspection by **Titan Turf Supply** and will not be accepted or approved for return if synthetic grass is cut, used, or damaged and accessories may not be accepted for return also if used, damaged, unclean or any other reason **Titan Turf Supply** finds unacceptable. The merchandise must be returned within 3 days of purchase with a valid sales receipt and proof of payment.

To be eligible for return the following conditions must be met:

1. For Synthetic Grass orders: IT IS CRITICAL THE BUYER UNROLL AND THOROUGHLY INSPECT ALL SYNTHETIC GRASS PRODUCTS PRIOR TO CUTTING AND INSTALLATION. IF THE BUYER ATTEMPTS TO INSTALL THE SYNTHETIC GRASS AND/OR CUT THE SYNTHETIC GRASS PRODUCT THE BUYER IMPLICITLY ACCEPTS THE PRODUCT – ITS COLOR(S), YARN CHARACTERISTICS, ETC. THIS IS DISTINCT FROM A WARRANTY CLAIM (the terms and conditions of which are covered in our Warranty and are available for download from each synthetic grass product page on our website: www.titanturfsupply.com .)
2. All other products must be returned in their original, uncut, unopened and unused condition. It cannot have been altered or installed in any way.
3. Returns can only be made by the original purchaser of the materials.
4. Products must be returned to the same store where the purchase was made.
5. If the purchase was made on a credit card the original credit card must be presented at the time of the return.

Return Policy Exceptions:

- Any synthetic grass orders cut by the customer or their installer are not returnable
- Uncut synthetic grass returns and accessories or cancellations are subject to a 20% restocking fee.
- Buyer is responsible for return shipping arrangement and all shipping costs for any returns.
- Labor, delivery and/or installation services are not refundable.

Return Policy Payment:

- Refunds will be issued in the same manner as original payment was made.
- Original shipping charges will be deducted from the refund.
- Applicable restocking fees will be deducted from the refund.
- Refunds will be processed within 5 -10 business days.