



Creating **GREAT** Lawns  
since 1960

## Manderley Quality Guarantee and Extended Warranty

Manderley Turf Products Inc. (hereinafter referred to as “Manderley”) is committed to growing the highest quality turf. We back that promise with a thirty (30) day Quality Guarantee on our sod, from the date of delivery.

An Extended Warranty sod replacement program is also available for purchase, which provides long term assurance and protection for your sod investment.

Under these programs, Manderley will provide replacement sod at no charge, as needed, to replace any Affected Areas of a Manderley Lawn within the Guarantee or Extended Warranty period.

In the event of a claim, the thirty (30) day Quality Guarantee and Extended Warranty is limited to supplying replacement sod only. No delivery, labour or installation charges, treatments, or other costs are covered.

### 30 Day Quality Guarantee-

Subject to the terms and conditions described below, all sod purchases are backed by our existing thirty (30) day Quality Guarantee at no charge. The use of Manderley Fertilizer is recommended to encourage rapid establishment and contribute to ongoing lawn health. Manderley Fertilizer can be purchased from Manderley at the time of ordering, and will be delivered with your sod. Our Quality Guarantee applies regardless of whether you decide to purchase our fertilizer.

### 2 Year Extended Warranty-

Subject to the terms and conditions described below, our optional Two (2) Year Extended Warranty includes coverage protection for two (2) years on sod from date of delivery in the amount of 20% of the value of your sod (excluding Delivery, Tax, Seed, Fertilizer and This Blue Cube™).

*\*The 2 Year Extended Warranty can be purchased within thirty (30) days of sod delivery.*





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## Terms & Conditions

*The following conditions apply:*

- 1- Sod was installed the **same day within three [3] hours** following delivery.
- 2- Soil was properly prepared and our recommended installation and watering procedures, as published on our website at [www.manderley.com](http://www.manderley.com), were followed.
- 3- Homeowner must demonstrate they have made a reasonable effort to care for the lawn properly in **terms of installation, watering, fertilizing and mowing**. Fertilizing with Manderley Fertilizer is recommended, but is not mandatory.
- 4- Sod must receive adequate sunlight (6 hrs./day)
- 5- Sod that has been damaged by pets or wild animals is excluded under the warranty.
- 6- Sod burned by improper application of fertilizers or chemicals is excluded under the warranty.
- 7- Sod that has been damaged by external factors such as, but not limited to, pools, hockey rinks or trampolines is excluded under the warranty.
- 8- Sod that has been previously replaced under the 30 day Guarantee or Extended Warranty is excluded under the warranty.
- 9- The warranty does not apply to any sod which has been damaged either directly or indirectly from acts of God, flooding, landslides, lightning, hail, tornado or fire and/or vandalism.

*Manderley reserves the right to refund the purchase price as its exclusive warranty remedy.*

## Claims:

- 1- Claims must be submitted in writing prior to expiration of the Warranty period.
- 2- The warranty will only be honoured if the homeowner advises Manderley in writing at [warranty@manderley.com](mailto:warranty@manderley.com) within ten (10) days of the first appearance of dead or affected areas, with a description of the issue and photos to support the claim.
- 3- We will go through a series of diagnostic questions by phone to help identify the cause of the issue and offer a recommendation for correcting the situation.
- 4- If appropriate, you will be required to implement the recommendation and allow two (2) weeks to verify its success. If unsuccessful, replacement sod will be arranged.
- 5- Before we can approve a warranty claim, photos must be received by our warranty department to review and validate the claims.