

ProGreen Claims Policy

If you think that there is the slightest chance your turf might not be what you want then **STOP! DO NOT INSTALL.**

As a manufacture we warrant the right to try and repair or replace at our discretion. Any deviation from the following and ProGreen will not accept the claim.

1. All Claims representing manufacturing defects will be dealt with as quickly and as fairly as possible with the following consideration in mind. The Carpet and Rug Institute guidelines will be followed.
2. Merchandise damaged in transit from the mill or warehouse to the distributor should not be returned or shipped back to the point of origin, but claims should be entered by the distributor against the carrier. This is a requirement by the U.S. Law.
3. Core damage is not a manufacturers responsibility. A claim must be filed with the carrier.
4. A buyers purchase order for exact size will be noted. All possible efforts will be made to produce the order as stated. However, the buyer must know that due to unforeseen manufacturing problems some rolls will not be the exact length as stated in the buyers purchase order.
5. Missing tufts do not constitute sufficient grounds for adjustment. Complaints on such will be settled only by reurling of tufts or credit for the cost of same.
6. Soiling, mold, mildew, staining, watermarks are not considered manufacturers defects.
7. No claims will be allowed on pile crushing, shading, fuzzing, pitting, shedding or pile reversal since these are not manufacturing defects. The seams that open or loose integrity is not a manufacturing defect.
8. Labor or installation charges incidental to replacement cannot be accepted by the mill.
9. No claim will be adjusted by mill unless first it has been inspected by the retailer and complaint form filled out and sent to mill.
10. No claim will be adjusted for damage to turf as a result of improper cleaning or improper installation.
11. No claim will be considered on goods sold as factory irregulars, mill closeouts, etc.
12. A claim will not be honored on any merchandise unless presented within 12 months of the date of delivery to the customer excepting wear complaints on carpets that carry a specified time guarantee.
13. Mill will not be bound by any claim adjustment made by the dealer without authorization from mill or a mill representative.
14. Returned merchandise will not be accepted by mill unless a mill representative provides prior authorization and routing instructions. The mill will refuse such shipments and the distributor will incur transportation charges.
15. No claim will be entertained by mill on merchandise, which has been cut and installed from dealer's stock with visible defects, unless a mill representative authorized the installation.
16. Take digital photographs of problem and email to progreen@progeen.com
17. Have order number; roll number, and date-installed information before contacting the mill.
18. Some streaking is inherit in all turf products and is not a viable claim.
19. Merchandise must be returned within 30 days after authorization.