

## Lifetime outdoor tile warranty



Synthetic experts delivers innovative courts through Versacourt.  
**These products are backed with a lifetime of warranty solutions.**

Synthetic experts wants you to be a customer for life and we plan to achieve this by providing you the highest quality products and the industry's best and most clear warranty. Our desire is that when you place your faith in us you will have a worry-free recreational surface for years to come. That's why our supplier Versacourt has invested heavily in state-of-the-art injection molding equipment and control all aspects of manufacturing for every tile we sell. Also, they partner with the best automotive additive suppliers to ensure the UV stabilizers and other proprietary additives will provide the products with the longest life possible.

There are 3 warranty solutions to fit your needs:

**Material and workmanship warranty**



**No questions asked replacement**



**You care, we care initiative**



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### MATERIAL AND WORKMANSHIP

If the court tile provided to you is defective in materials or workmanship, then Synthetic experts will replace the defective tile with like product at no cost for the first 5 years, provide a 50% discount off MSRP in year 6-8, and then will provide a 30% discount for life.

Please note that this does NOT cover damage caused by accident, improper installation or disassembly, improper care, negligence, abuse, abnormal wear and tear, fitness for use, acts of God, or any other cause not arising out of defects in material or workmanship of the components. Also, the replacement of tiles that Synthetic experts is providing does not include covering the labor to complete the work. Shipping is paid for by Synthetic experts in the first five years and covered by the customer after that.



### NO QUESTIONS ASKED REPLACEMENT

There doesn't need to be a manufacturing defect (or any other reason) for exchanging your court. If you decide you want a new court we'll offer 40% off MSRP in Years 0-8 (tile only), and 30% off MSRP after the 8-year window has passed, for the life of the court.

Change teams? Did your favorite coach leave for greener pastures? Move? Kids decide they want to go somewhere else to college? No problem – contact us, ship us your old court, tell us what changes to make, we ship a new court and Bam! Everybody is happy again!

Below is what you will be responsible for as the customer:

- Providing labor to remove old tiles, re-palletize or package them and ship them back to Synthetic experts (You will pay for shipping both to and from, unless it is for a manufacturing defect then we will cover the shipping)
- Providing labor to install the new tile
- Paying for the paint to be reapplied, including logos (We provide a 50% of MSRP on painted lines and logos if they were originally painted by Synthetic experts)

ENOUGH PLASTIC IS THROWN AWAY EACH YEAR TO CIRCLE THE EARTH FOUR TIMES, LET'S HELP CURB THIS WASTE.



### YOU CARE, WE CARE INITIATIVE

Find piece of mind in knowing that at the end of its life your Synthetic experts doesn't have to end up in our country's landfills. We'll gladly accept it back and repurpose the court for other uses. We'll even pay the shipping to get it back to us.

- Only applies to Synthetic experts Tile and does not include accessories
- You pack it up, we pay the return shipping
- Labor to remove and package tile is not included

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### THE FINE PRINT

Because we are providing the warranty described in the previous pages, Synthetic experts disclaims all other warranties of any kind, expressed or implied, in Fact or in law, including but not limited to implied warranties for merchantability or fitness for a particular purpose. Our warranty is limited to remedies of replacement, which shall constitute the exclusive remedy available under our warranties, and all other Remedies or resources which might otherwise be available are hereby waived by the buyer. Synthetic experts will have no other obligations or liability for damages arising out of, or in connection with, the use or performance of the product including but without limitation for personal injury or economic losses. To the maximum extent permitted by law, Synthetic experts is not responsible for any direct, special, incidental, or consequential damages resulting from any breach of warranty or under any other legal theory. The replacement of parts is valid as long as the current mold design is active and in use. Msrp (manufacturer's suggested retail price) shall mean as of the date on which any warranty claim is filed with Synthetic experts.

Discounts and cash back offers cannot be combined with each other or any other available offers.

### CLAIM PROCEDURES

1. Call Synthetic experts at **1-855-240-8873** or write [info@syntheticexperts.com](mailto:info@syntheticexperts.com) for verification of your warranty and instructions.
2. You will be requested to send a sample of one full tile and/or photograph of the entire surface that is believed to be defective. You may be requested to send one tile of each color.
3. The claim will be promptly resolved either by replacement or a written explanation for the denial of the claim.
4. Synthetic experts may request that all or part of the defective items be returned to the warehouse. Costs are the responsibility of the party identified in the warranty.

These limited warranties give you specific legal rights, and you may also have other rights, which vary depending on your geographical location.



SYNTHETIC  
SURFACES  
EXPERTS

**warehouse open to the public**

3465 Thimens, Ville St-Laurent, Quebec H4R 1V5

[info@syntheticexperts.com](mailto:info@syntheticexperts.com)

**1-855-240-8873**

**[syntheticexperts.com](http://syntheticexperts.com)**