

## REALTURF PRODUCT WARRANTY GUIDELINES

The professional will be responsible for passing on to the final customer the information provided by Realturf about the product warranty: Realturf's general warranty conditions and maintenance manual. , he/she will have to inform the customer that he/she has an extended warranty, which will have to be activated personally by the consumer by means of one of the forms provided by Realturf.

All professionals must ensure that they are liable to the end customer for any defect or non-conformity of Realturf products, as well as for installation of the product during the legally stipulated warranty period (2 or 3 years depending on the EU country).

If it is not possible to respond to the end customer you should share the situation with Realturf so that we can analyse it and help to solve it.

In case the final customer claims directly to Realturf alleging that he/she has not been properly attended by the professional, we reserve the right to pass on costs, damages and losses derived from this situation.

In addition, Realturf offers end customers an extended warranty. The only extended warranties that Realturf offers to the final customer are those detailed in the documentation that Realturf makes available to you through Admibox and that can also be found on Realturf's website, in the Warranty section.

The activation of the extended warranty is the responsibility of the end customer, and it is therefore necessary that the end customer receives the corresponding information from the professional. It is therefore important that you provide the end customer with all the information regarding the extended warranty that we provide you with.

The professional will be responsible for including the name of the product and its year of collection in the invoice so that Realturf can calculate the correct number of years of warranty. The professional is responsible for providing Realturf with accurate information about the products supplied to the final customer.

In case the Professional sells to another professional (B2B), he/she will have to transfer Realturf's general warranty conditions, maintenance manual and the present document to him/her. In case he/she does not do so, he/she will be liable to Realturf for the non-compliance of the professional.



In the event that Realturf becomes aware that an end customer has not been able to activate the extended warranty on time due to lack of information, we reserve the right to pass on costs, damages and losses resulting from this situation to the distributor.

The products in balance are not covered by any guarantee. In these cases, both the legal warranty and the extended warranty must be provided exclusively by the professional. The professional is not allowed to provide the end customer with Realturf's warranty. The professional will only have to hand over the product sheet with the maintenance instructions. It is not allowed to sell products as if they were not.

If you have any doubts about how to handle a complaint from the end customer due to defects in our products, you can contact us by e-mail at [calidad@realturf.com](mailto:calidad@realturf.com)

If you have any questions regarding the operation of the extended warranty, please contact us at [garantia@realturf.com](mailto:garantia@realturf.com) , respectively.