

TRUST

**“IT TAKES 20 YEARS TO BUILD A REPUTATION
& FIVE MINUTES TO RUIN IT.”**

– Warren Buffett



Trust is at the center of everything we do at Shaw Sports Turf. In fact, our core values, which we live every day, are honesty, integrity, and passion.

As a Berkshire-Hathaway Company, we are committed to doing the right thing and operate by the highest ethical standards at all times. The Berkshire-Hathaway name is also a reassurance that we are going to be here tomorrow. Our business is solid and we aren't going anywhere anytime soon.

Shaw Sports Turf entered the synthetic turf industry because there was a lack of leadership, and lack of quality control, and lack of innovation, and virtually no vertical integration.

Shaw Sports Turf is the largest company in the synthetic turf industry which is both, American-owned, and offers products that are made in America. That still means something to us and we believe it does to our customers, as well.



OUR ROLE & INFLUENCE IN THE MARKET

We are completely vertically integrated and control the manufacturing process from start to finish. We have a strong track record of leading innovation in the market with such developments as HydroChill, GeoFill, SpikeZone Pro, and the Elevate Convertible System.

Our manufacturing, operations, sales, and R&D teams are focused on continuous improvement so that we can meet and exceed customer expectations in every aspect of what we do.

All of our products undergo a minimum of 450 standard quality checks during the manufacturing process. That's the most in the industry, and it doesn't even include those extra checks by our people. That's the +One in our 450+One quality concept.

Our manufacturing employees work full-time for Shaw. We don't employ seasonal labor during the busiest times of the year. Our people know their craft and our people put it into practice full-time here at Shaw.

For components requiring outside vendors, those companies are vetted extensively by Shaw Sports Turf to ensure that it is a reputable company and one that we are comfortable doing business with.

The products those vendors make are also reviewed by Shaw-led integrated work teams and tested by our world-class research and development team. Our supply chain is solid because we know how important our products are to you.

Our procedures are also vetted for everything we do. We maintain a complete repository of the way we do business in our Shaw Quality Management System (SQMS). This ensures that we are doing everything the right way every time.

HOW WE STAND BEHIND OUR PRODUCTS

A warranty is an assurance, promise, of guaranty by one party that a particular statement of fact is true and may be relied upon by the other party, as it relates to a good or service:

- 1 Being fit for use as represented.
- 2 Being free from defective material and workmanship.
- 3 Meeting statutory and other specifications.

A warranty describes the conditions under, and period during, which the producer or vendor will repair, replace, or otherwise compensate for the defective item without cost to the buyer or user. Often, it also delineates the rights and obligations of both parties of a claim or dispute.

At Shaw Sports Turf, we stand behind our products. To date, we have never seen a fiber failure with any of our products.

Also, we have never failed to honor a customer warranty issue. In fact, we consider our customers partners and if there are warranty issues, our customers will deal with someone from Shaw Sports Turf.

In conclusion, trust is what allows you to have peace-of-mind that you are not only getting the right product, but that you are getting the best product for your needs. It allows you to know that the company you select for your synthetic turf system is going to be there for you throughout the life of your field. Let's face it, everyone loves their field for the first couple of years. After that, you start to see what kind of company you did business with. We want to be that business and we want to earn your trust.