



## GRASS WARRANTY

Please note that this warranty is only valid after returning a signed copy.

**1. Limited Warranty.** Subject to the terms, conditions and limitations contained in this warranty certificate, Grass Wholesalers warrants to the person, firm or entity purchasing from Grass Wholesalers as indicated on the signature page hereof (“Purchaser”) that under normal conditions during the applicable warranty period referred to below, Grass Wholesalers products will maintain their UV stability and tensile strength.

**2. Commitments.** The warranty period of Grass Wholesalers artificial grass varies by Product and the intensity of daily sunlight. The details are as following:

Daily Sunlight intensity (W/m <sup>2</sup> )	BS-4018	AYT-32125	CJZ-30	S-10
0-160	8	8years	6	1 years
161-200	8	8years	6	1 years
201-240	7	8years	5	Half year

During the above warranty period, if the product has been damaged as a result of the quality of artificial grass itself, Grass Wholesalers shall be responsible for replacement of the defective product for free.

If a product fails to perform as warranted during the warranty period, Grass Wholesalers will provide replacement product on the follow terms:

- a. The customer will report the mistake within 24 business hours from detecting the fault.
- b. The customer will make contact with Grass Wholesalers support staff and provide them with evidence such as photos etc of the alleged problem.
- c. Grass Wholesalers staff shall then approve or decline the warrantee request.
- d. Grass Wholesalers shall not be responsible for removal or disposal of the defective turf or installation of new turf nor the collection and return of the product.
- e. Clients’ needs inspect all grass on arrival on their premises and report issues prior to installation.
- f. It’s the customer responsibility to ensure that visibly defective grass are not installed.
- g. All grass must be rolled open and inspected by the client prior to installation.
- h. Once grass has been installed, be it defective or non-defective all liability will shift to the customer to ensure removal, return and reinstallation of the defective parts. Grass Wholesalers will not carry any responsibility or cost for installation, re-installation or damage to the installation caused as a result of the warrantee claim.
- i. This warrantee does not cover installation or any costs related there too. It merely covers the product.

- j. Original piece has to be returned after warrantee replacement has been approved.
- k. The customer is responsible to return the defective product to Grass Wholesalers at their own cost.
- l. The client must afford Grass Wholesalers 10 days to inspect the defective product or authorize the claim before replacement will be made. For areas more than 50kkm outside main metropolitan areas, the client may have to pay additional costs for such an inspection.
- m. Grass is sold in SQM format, and is therefore replaced in SQM format. Only parts of the roll or product which is damaged will be replaced during warrantee period. What this means is that should a part of an installation require replacement, only that square metres of the installation will qualify for replacement, and the whole roll will not be replaced. It may be required to cut the faulty section out and replace it with a new cut in section which may have to be seamed and pasted in by the client's installer. To this effect Grass Wholesalers has no liability for defective installation and visible seams related to the warrantee claim.
- n. Colours of future stocks or replacement stock may vary slightly.
- o. The variation in UV fade may also cause color differences between the new replacement grass and old (already installed) grass. Manufacturing batches may also have slight color differences. These color differences are not provided for in this warrantee and will not be covered. In the event that the customer qualifies for a replacement, the customer will receive replacement of stock of the existing color and product range with closest color match to the customer existing product.
- p. Quantities indicated per roll is an indication of the minimum lengths of a roll and do not indicate the exact lengths. Rolls may be longer than indicated in the lengths to provision for damaged on the roll ends. These extra pieces are usually between 0,1m and 0,5m long. Extras should be cut off using a sharp Stanley knife.
- q. Creases or folds or ripples in the grass backing is not covered by the warrantee and will not validate replacement. Creases and folds will dissolve and disappear over time when grass is laid out in the sun, and will gradually disappear over a period of months. Ensure to properly stretch the grass during installation to expand and have the creases removed. Once installed brush the grass over the creases with a hard bristle broom twice weekly until the visibility disappears. This may take a few months. Customers can also add a sand infill on top of the grass to have the grass stand more upright and add more weight on the grass to weigh it down. Please contact your supplier to verify the type of sand or infill to be used.
- r. Once a replacement has been approved and authorized by Grass Wholesalers, the delivery to the customer will not be included in the product replacement warrantee. It is the customer's own responsibility to collect the replacement product at the Grass Wholesalers Depot or warehouse or pay for the delivery. Grass Wholesalers will do all in its ability to keep delivery cost as low as possible. The damaged goods has to be returned and presented on the date or before the collection of the replacement grass.

**3. Limitations on Coverage.** This warranty does not apply (i) if the Product is used for any application other than landscape applications, (ii) to any damage caused during or on account of improper installation (iii) to any damage caused during or on account of improper processing or repairs (iv) to the extent that any defect or damage is caused by:

- a. Burn, cut, accident, vandalism, abuse, negligence or neglect;
- b. Wear or abrasion caused by an inadequate sub-base;
- c. Use of inappropriate footwear or sports equipment;
- d. Sun reflection (from any surface such as glass windows) causing melting, deformity, or burring of grass.
- e. The surface being used other than for the purpose for which it was designed and installed;
- f. Use of cleaning chemicals, herbicides or pesticides;
- g. Use of improper cleaning methods;

- h. Use of infill products of an incorrect grade (according to the national related standard)
- i. Any harmful chemical reaction to the Product caused by infill materials;
- j. Post fibrillation after or during installation for purposes other than to get the infill materials in place;
- k. Failure to properly maintain, protect or repair the Products or the turf as described in Annexure A.
- l. The PH value of air and rain is below 7.0 bias Acid or up 9.0 bias Alkaline;
- m. Acts of God or other conditions beyond the reasonable control of Grass Wholesalers All synthetic turf containing the Products is subject to normal wear and tear. Normal wear and tear is not a manufacturing defect and is not covered by this warranty. In addition to the factors mentioned above, the normal wear and tear depends on, without limitation, the local climate and the intensity of use of the synthetic turf. Purchaser should carefully read the latest versions of Grass Wholesalers product information materials and literature for information about optimizing the performance of the synthetic turf containing the Products.

#### 4) Customer Cautions:

- a) The product colours will fade over time after the expiry of the UV warrantee periods due to exposure to direct sunlight.
- b) This includes occasional brushing, and cleaning.
- c) Hard and sharp objects applied with pressure on the product can cause permanent damage which is not recoverable.
- d) The product cannot withstand excessive heat from any source which would be considered to hot for to the human touch.
- e) Do not bring near fire.
- f) Take especial care against sun reflection of windows glass or any reflective objects. Reflected heat can become to excessive and result in damage to the product. Ensure to remove such reflection off the grass as such damage is not covered by the warranty of the product.
- g) In extreme weather conditions and constant direct sunlight or in cases where grass has not been glued properly, in rare occurrences grass may experience a shrinkage of up-to a maximum of 0.5% which is allowed within the warrantee. Any shrinkage which fall in the region of or below 0.25%, will not be covered under the warrantee. For this reason, installers should ensure to install grass panels as close to each other as possible.

#### 5) Returns:

- a) Once the goods has been returned, and after the refund has been authorized it will take 10 business days before the payment will reflect back in the customer's account providing the customer has provided all the correct details.
- b) Any goods that is returned which is not covered under the warrantee, will incur a 10% handling fee as well as the original delivery costs, which is not refundable. Please view the free delivery terms for more details.
- c) It is the responsibility of the customer to arrange the return delivery of the product to the Grass Wholesalers. Grass Wholesalers will not be responsible for the return delivery costs or transport, wheatear it is a warrantee claim or standard return.
- d) No refunds or returns will be authorized for claims which is not warrantee related and received more than 15 days after delivery to the end-user.
- e) Al returns must be undamaged and in original packaging.
- f) Once a cut has been made on a grass roll the roll will no longer be eligible for a refund.

#### 6) Customer inspection on delivery:

The customer warrants that they will fully roll out and inspect the grass roll in its entirety within 48 hours after delivery, and will report any problems or defects within in 24 hours after detection. Photos has to be taken as evidence and sent to Grass Wholesalers or the warrantee claim will be void.

During the warranty period, if there are some quality problems of the product, claims under this warranty must be submitted in writing, together invoice, delivery date, installation date, name of installation company, and sample of infill material(s), glue type and a minimum of three clear pictures showing the problem to **the headquarters of** Grass Wholesalers to evaluate the validity of the claim prior to the exchange of the product.

Such claims must be submitted to:

Grass Wholesalers

Tel: 010 100 3138

E-mail : sales@GrassWholesalers.co.za

After Sales services, PO BOX 1261, Strand, 7140

Formal claims must be submitted in writing within 15 days after delivery and within 24 hours after discovery of the alleged defect, and products needs to be returned back to the Grass Wholesalers warehouse within 30 days after discovering the problem. Grass Wholesalers shall not be responsible for any costs or expenses incurred by Purchaser or others with respect to any tests, transport, inspections or consultations conducted by the Purchaser or others. Purchaser must promptly inspect all Products upon delivery. Anything herein to the extent that any defects, shortages or non-conformities in the Products are discoverable by inspection upon delivery of the Products, Otherwise Grass Wholesalers shall be deemed all Products to be free of such defects, shortages and non-conformities and shall not undertake the corresponding responsibility.

This guarantee will be only valid if certified and registered installers with Grass Wholesalers installed the product. It is not valid in areas above with temperatures and daily sunlight intensity higher than 230w/m<sup>2</sup>. Minor shrinkage of 0.25% is normal and shrinkage below this value will not be covered by the warrantee.

The explanation right to above clauses belong to Grass Wholesalers.

For any questions, please call: : +27 010 100 3138