

Warranty information

ARTIFICIAL GRASS

Our products come with a limited time guarantee which is subject to fair wear and tear and the customer adhering to maintenance guidelines.

Coverage covers usage against:

- Colour of grass fibers will not change by a noticeable amount, subject to a variance of +/-10% from that of the original colour.
- The tuftlock of the pile will not reduce by more than 30% of that of the original amount.
- The latex backing will not disintegrate or rot.

This warranty only applies if the artificial grass has been used in normal service conditions and properly fitted in accordance with our recommendations including the use of any accessories/secondary products. Maintenance and cleaning of artificial grass must be adhered to that of the installation guide maintenance section.

If the artificial grass is found to be faulty, we will either replace or refund a percentage of the original faulty item purchase price pro-rata to the remaining warranty period when the faulty item is returned to us. The course of action chosen will remain solely at the decision of Select Living Group LTD. We will not accept any claim for any consequential losses or recompense the customer for installation or repair costs.

To make a claim under this warranty, the Buyer shall send to the Company a written description of the fault, proof of purchase and photographic evidence and make available any faulty items for collection. We do not offer warranty against and are not responsible for any warranty claim caused by:

Limitations on coverage:

If an area is under heavy use (such around a football goal, track to shed, etc.) the grass may flatten over a period of time. This is not covered under warranty but can be resolved by brushing to make the pile stand up again using a stiff brush.

- Damage caused by animals
- Heat damage caused from barbeques, cigarettes, firepits, etc.
- Damage caused by reflections from mirrors/glass onto the product.
- The use of improper footwear (such as football boots), sports equipment, machinery, chemicals pesticides or garden furniture.
- Damage, subsidence or upheaval to artificial grass, groundworks or weed membrane due to root growth from any sort of trees, shrubs or other plants is the responsibility of the customer.
- Use of cleaning chemicals, herbicides or pesticides.
- Subsidence caused by ground movement and/or tree roots.
- The surface being used for the purpose other than that for which it was designed and installed.

Notification of claims:

Claims under this warranty must be tendered in writing within 7 days after the discovery of the alleged defect, with full individual details including a copy of original invoice.