



OUT DECO LIVING

• MERBAU DECKING & OUTDOOR SUPPLIES •

SYNTHETIC GRASS PRODUCTS

WARRANTY / REFUNDS / RETURNS TERMS & CONDITIONS

Thank you for choosing SYNTHETIC GRASS LIVING PRODUCTS. Our Products are produced from premium materials according to our specifications products to create the most realistic natural grass replica and softness of the real grass.

REFUNDS OR RETURNS

Change your mind or make wrong decision.

Please choose carefully, if you purchase a custom length cutting roll then we are not required to a refund or replacement.

We only offer a refund for purchasing a full roll in either 2m Width or 4m Width. The turf return must be in the same conditions as purchasing (in its original wrapping) and must not be used. We may offer a refund minus the delivery costs. The refund items must be brought to our warehouse locations. Or We can arrange pick up via courier services, although the 100% of the cost will be paid by you.

Any returns or exchanges accept within 14 days from the date of invoice with proof of purchase.

All Refund are at management discretion.

WARRANTY TERMS AND CONDITIONS

Our Synthetic Grass products supplied to you by SYNTHETIC GRASS LIVING are guaranteed to be free from manufacturer's defect and against any damage is not considered wear and tear.

1. EXCLUSIONS TO WARRANTY

- Covers only quality defects on products such as: Discolour (Noticeable fading from UV light) and/or Disfigurement.
- Applies only to the supply of our product.

This will be applied at Discretion of the warranty Agent.

2. WARRANTY PERIOD

Synthetic Grass Living offers a **10 YEAR WARRANTY** on the surface of our synthetic turf products.

EXCEPTION: The Ever-soft Green 40 and Summer Green 40 is covered for 6 Years Warranty only.

3. SCOPE OF WARRANTY

The warranty will not cover any defects or damage or failure as following:

- Improper Installation, Repairs or Replacement is not according as manufacturer's recommendations: unqualified infilling materials, faulty sub-base preparations /and or unsuitable bases or surface areas.
- Any damage that is considered normal wear and tear (depending on the frequency of traffic/use of surface and local climate).
- Damage from Chemical/and or Natural Disaster.
- Negligence or Damage from directly or indirectly misuse (Barbeque and fireplace), vandalism, accidents, un-suitable footwear (spiked shoes).
- Use of cleaning agents, Insecticides, Herbicides.
- Excessive or extremely heavy traffic: heavy machinery to driven over or used the grass.
- The turf must be cleaned and maintained accordance to Synthetic Grass Living Standards. Please contact us to discuss the manufacturer recommendations for Maintenance, Repairing, Replacing and Cleaning.
- Use in extreme Temperature, Intense Sun Magnification and Heat Radiation.

4. VALID CLAIM: QUALITY ISSUES

- This warranty will take effect from the date of delivery/pick up.
- The customer needs to notify our company within 14 days of discovering quality defects.

If the customer has valid claim, this needs to be submitted in written documents and submitted to SYNTHETIC GRASS LIVING with providing all relevant details such as tax invoice ... Our representative will arrange to meet customer and inspect the claim within 14 days.