



URBAN TURF SOLUTIONS Product Warranty



Congratulations!

You've purchased an Urban Turf Solutions grass cover that assures you have the highest quality product available in the market.

some of the benefits of your new, Australian-made turf include:

- UV stabilisation to minimise fading
- Low maintenance, with no watering or fertilisers
- A great look and total usability all year round

We pride ourselves on being the innovators when it comes to designing and manufacturing synthetic grass surfaces. We source the best raw materials from around the world so our customers can enjoy the highest standards in quality and durability.

This warranty and care guide is designed to help you get the most from your investment.

On behalf of our team, thank you for choosing Urban Turf Solutions.



URBAN TURF SOLUTIONS EXPRESS WARRANTIES

1. Urban Turf Solutions provides you with the following warranties on the Urban Turf synthetic grass you have purchased:
 - the grass will be fit for the intended use for which it is manufactured or which you have disclosed to us;
 - the surface will be free from significant fading outside industry standards;
 - the surface will not suffer any significant or unusual breakdown of pile height due to ultraviolet degradation outside industry standards;
 - these warranties are for a seven (7) year period (“Warranty Period”) from the date you purchased the grass from us either directly or through a third party, such as an installer.

2. The following conditions apply:
 - these warranties are in addition to the statutory guarantees to which you are entitled under the Australian & NZL Consumer Law but they exclude all other warranties and guarantees whether written, oral, express, implied or statutory to the extent they may be lawfully excluded;
 - because we are a manufacturer and not an installer, we give no warranties about any aspect of installation of our grass including but not limited to uncompacted sub base material, incorrect preparation/ installation of the sub base and failure to follow our published minimum standards for installation of our products (available on our website or in hard copy if requested by you or your installer).

3. Our warranties do not apply to the following:
 - if you have failed to care for and maintain the grass in accordance with our Care and Maintenance Guide attached to these warranties;

- damage caused where the surface is not used solely for the purpose for which it is designed;
- pile crush;
- wilful or malicious damage to the surface;
- damage by natural disasters or other force majeure events over which we cannot reasonably have any influence or control;
- damage where inappropriate footwear is used on the surface;
- damage caused by reflective heat;
- normal wear and tear;
- representations, warranties or guarantees given by any third party;
- “seconds” grass.

 4. The following applies to all warranty claims:
 - at our total discretion we will repair, replace or refund/compensate you for any defective part of the installed grass coming under these warranties during the Warranty Period;
 - if we replace a defective product or give a refund/compensation for a defect, our liability will proportionately reduce for depreciation in value over the Warranty Period which we estimate will be in accordance with the following table:

Warranty Year	% of Liability
0-1 year	100%
1-2 year	90%
2-3 year	70%
3-4 year	60%
4-5 year	45%
5-6 year	20%
6-7 year	15%

URBAN TURF SOLUTIONS EXPRESS WARRANTIES

5. Mandatory Notice - Our goods come with guarantees that cannot be excluded under NZL Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
6. If you have a warranty claim, please cease using the surface and submit your claim in writing immediately to Urban Turf Solutions Pty Ltd at;
Email: info@urbanturfsolutions.com.au
Tel: 1800 872 268 NZ: 0508 872 268
7. The claim must include information as follows:
 - your full name, address, email address and phone number;
 - proof of purchase of our grass including date of purchase;
 - details of type of grass, date of installation and full details of installer (incl. company name, name of actual installer, email address and phone number);
 - description of defect and photograph.
8. On receipt of the completed claim, Urban Turf Solutions will respond by arranging a joint inspection with the installer within 14 working days.
9. On acceptance of the claim, Urban Turf Solutions will arrange for remedial works or other appropriate action to be undertaken within a period of one calendar month, or within some other time-period as is mutually agree.

