

You spoke, we listened.

Whilst we have always felt we offered one of the most competitive turf warranties in the industry, we learned that some of our customers felt a little confused. As a result, we have decided to remove the technical jargon and introduce a simple, easy to understand 10-year warranty that we will always stand by no matter what!

Warranty details:

- Subject to fair wear and tear and correct installation, BuzzGrass warrants that turf supplied from our Prestige range of turf products will be free of defects for a period of ten (10) years;
- In the unlikely event that an issue does occur, give us a call and if there is a fault or defect, we will either repair or replace the affected area.

Whilst we'd love to cover everything under the warranty, unfortunately there are a few things that we can't...

What isn't covered:

- Issues arising from poor / incorrect / improper installation incl. sub-base preparation or incorrect use of infill or installation materials;
- Failure to properly maintain, protect or repair the artificial grass;
- General colour fade over time; including fading caused by light reflected from windows, glass or plastic.
- Use of chemicals, herbicides or pesticides or improper cleaning methods;
- Damage caused by wild animals or domestic pets;
- Fire (incl. use of BBQ's, patio heaters etc), burns, cuts, accidents, vandalism, abuse, negligence or neglect;
- Acts of God or other conditions beyond the reasonable control of BuzzGrass i.e. storms, floods etc;
- Ground movement or subsidence incl. tree root growth or any other horticultural external influence;
- The surface being used for the purpose other than that for which it was designed and installed;
- Installations outside of the UK or Ireland.

Other conditions:

- **DURATION** – 10-year warranty starts from the date of invoice;
- **FAIR WEAR AND TEAR** – Does not include high and / or excessive use, as well as repetitive activities such as beneath a swing or slide;
- **MATERIAL DAMAGE** – The warranty only refers to the material damage to the artificial grass turf itself, and relates exclusively to possible repair or partial or complete replacement of the artificial grass turf, as required by the circumstances;
- **NO EXTENSION** – Product repairs or replacements performed under the terms of this warranty shall not lead to any extension whatsoever of the warranty; Warranty issue date: 09/09/2019;
- **LIMITATION OF LIABILITY** – No liability will be assumed for any consequential damage, loss or expense;
- **NOTIFICATION OF CLAIMS** – Claims under this warranty must be submitted in writing, together with proof of installation date, name of installation company (if applicable), address of installation, product sample/fibre material, sample of infill material(s) and a minimum of three clear pictures showing the problem. SIS Manufacturing Co. Ltd shall not be responsible for any costs or expenses incurred by Purchaser or others with respect to any tests, inspections or consultations conducted by Purchaser or others. Should replacement of any product be needed under the warranty then SIS Manufacturing Co. Limited reserve the right to take out and re-install turf using an SIS Manufacturing appointed installer;
- **MODIFICATIONS** – This warranty, together with SIS Manufacturing Co. Ltd standard terms and conditions of sale, is the complete, final and exclusive agreement of the parties with respect to the quality and performance of the Products and any and all representations and warranties concerning the Products. None of the provisions of this warranty may be changed, modified, amended or supplemented except by a written instrument signed by an authorised representative of SIS Manufacturing Co. Ltd;
- **WAIVER** – No failure on the part of SIS Manufacturing Co. Ltd to exercise, and no delay by SIS Manufacturing Co. Ltd in exercising any right, power or remedy hereunder shall operate as a waiver thereof, not shall any single or partial exercise of any right, power or remedy by SIS Manufacturing Co. Ltd preclude any other or further exercise thereof or the exercise of any other right, power or remedy;
- **GOVERNING LAW** – This warranty and the rights and obligations of the parties under this warranty shall be governed by English Law. This warranty does not limit your rights under any relevant current UK legislation;
- **SEVERABILITY** – If any provision or portion of any provision of this warranty shall be held to be illegal, invalid or unenforceable, the remaining provisions shall constitute the agreement with respect to the subject matter, and all such remaining provisions or portions thereof shall remain in full force and effect;
- **ASSIGNMENT** – Purchaser may not transfer, convey or otherwise assign all or any of its rights under this warranty without the prior written consent of SIS Manufacturing Co. Ltd. This warranty is only binding upon SIS Manufacturing Co. Ltd and Purchaser and permitted assigns.