



URBAN GRASS WHOLESALERSTM

Synthetic Turf Warranty
Urban Grass Wholesalers
2/8 Calabrese Ave Wanneroo WA 6065

1. Urban Grass Wholesalers warrants its synthetic turf against ultraviolet degradation and abnormal wear for a period of 7 years for landscape turfs and 5 years for sports turfs from the date of supply.
2. No additional warranties or modifications to this warranty can be affected by employees, distributors and agents of Urban Grass Wholesalers.
3. This warranty does not apply if the products are used for any application other than as recommended by Urban Grass Wholesalers, nor to any damage incurred during installation or repairs and shall not apply if any defect is caused by:
 - a) Burns, cuts, accident, vandalism, abuse, negligence;
 - b) Normal wear and tear;
 - c) Improper design or failure of the sub-base;
 - d) Wear or abrasion caused by an incorrect sub-base;
 - e) Use of in-fill products of an incorrect grade or level;
 - f) Use of inappropriate footwear or sports equipment;
 - g) Use of incorrect chemicals, herbicides or pesticides;
 - h) Use of incorrect cleaning methods.
 - i) Inspection of products before installation and cutting is the responsibility of the purchaser.
 - j) Shrinkage of synthetic turf is a natural by product. Urban Grass Wholesalers recommends cutting and joining of the synthetic turf does not occur in temperatures above 30 degrees Celsius.
 - k) During installation, joins of the synthetic turf must be pegged every 300mm and one peg every metre throughout the area of the turf.
 - l) During installation, 12kgs of silica sand must be used every square metre of synthetic turf.
 - m) Do not install within 400mm of glass fencing and/or reflective surfaces which intensify heat radiation causing damage to synthetic turf.
4. Urban Grass Wholesalers liability under the above, and under any other written warranty given by Urban Grass Wholesalers, and for any breach of term or condition as referred to above, shall be limited to either replacing or repairing the products – as agreed by Urban Grass Wholesalers. Labour is not covered under this warranty.
5. Any claims regarding the products which do not relate to ultraviolet degradation (defined as 50% of mechanical strength) must be made within 90 days of receipt of the product.
6. Urban Grass Wholesalers reserves the right to alter these warranty conditions at their discretion.