



## Prestige Lawns Guarantees

### Prestige Lawns guarantees all its installations, based on the following:

- A. Installation** Prestige lawns carried out the full installation and supply of the artificial grass. We do not take any responsibility for ground works carried out by a third party. If your artificial lawn requires seams please be aware these can be visible, however, every effort and care will be taken to fit at the highest standard.
- B. Inclusions**
- Glued joins
  - Poor workmanship
- C. Exclusions**
- Damage caused by wild animals or domestic pets.
  - Colour fade or other damage caused by reflection of sun on glass onto the product.
  - Sub-base movement caused by tree root growth or any other horticultural external influence.
  - Changes in external environment.
  - Use of improper footwear or sports equipment.
  - The surface being used for the purpose other than that for which it was designed and installed for.
  - Damaged caused by inappropriate cleaning methods or materials.
  - Accidents, vandalism, burns, cuts, or neglect.

### Prestige Lawns guarantees all its products, based on the following:

- 1.1 Damaged Faulty Goods** The goods should be fully rolled out and inspected before use. Damaged / faulty or incorrect goods must be reported to us immediately, either by phone: 01908 542422, or email: info@prestige-lawns.co.uk We will then make further arrangements with you to replace the goods. Do not use or fit the goods in anyway as you will be liable for the costs and if faulty you will be liable for keeping the faulty goods. CONTINUED.....



- 1.2 Supply Only** If you are arranging an independent fitter or as the fitting company you are ordering goods to install, we suggest that you do not schedule any installation work until a few days after receiving the delivery. This will enable you to check the goods and resolve any technical issues. Please take a moment to check the details on the sales ticket, to ensure the correct products have been ordered and that the delivery address and other details are as you requested. If you have a query about your order, or a general enquiry about the products and service we provide, please contact us on 01908 542422
- 1.3 Creases** Due to the molecular structure of the fabric it does crease when rolled. Creases will fall out within three months of the installation or supply. The grass is not classed as faulty if delivered or installed with creases.
- 1.4 Lines** Due to the manufacturing process some grasses may show lines throughout the lawn and this is to be expected.
- 1.5 Product Guarantee** All grasses we supply and install in the UK come with a 10 year manufacturers guarantee. This includes the latex backing will not rot and the UV stabilisation. The grass is designed to match the effects of real grass. Continued usage in a particular area will cause it to curl and crush. In these instances, we recommend regular brushing.
- 1.6 Manufactures Guarantee** UV 10 year warranty. This standard establishes that goods sold will sustain their UV stability, under normal outside climate conditions, during the warranty period. The universal UV warranty period, however, does not in any way indicate that the product will be damaged and discoloured by UV rays immediately after this period. It denotes that the human eye will notice no significant change in colour of the product when it is compared to that of the same product, of the same age, that has been kept away from UV exposure during the warranty period. The warranty period is not reflective of the potential full UV protection of the product's lifespan, which is typically recognised to be on average ten to 15 years of normal use in a temperate climate. The colour of the grass fibres will not noticeably change, though maybe subject to a variance of +/-10% from the standard original colour. The average pile anchorage of the product will not reduce by 30% from its original value. The latex backing will not rot.



- 1.7 **Maintenance** Grass required for sports or heavy-duty activities should be sand filled to avoid the pile crushing. Our grasses can be installed with or without sand but we recommend a sand dressing. Although maintenance levels are low we recommend the following: Brush regularly to clear off debris. Top up sand levels regularly. The grass itself rarely allows weeds to go through however air borne seeds can germinate on the grass so maintenance of the surrounding areas is important; if this occurs a weed killer must be applied to the surface.
- 1.8 **Batch Variants** We send out the grass from the same batch to ensure there are no slight colour differences. Therefore, please be aware if you want to add more grass to an area at a later date there may be a slight difference in colour, density or pile height.
- 1.9 **Wear & Tear** All products are subject to normal wear and tear. In addition to the factors mentioned above, wear and tear depends on, without limitation, the intensity of use of the product. High traffic may cause the yarn to flatten or change direction. The warranty only refers to the material damage to the artificial grass carpet itself and relates exclusively to possible repair or partial or complete replacement of the artificial grass carpet, as required by the circumstances. Any product repairs or replacements performed under the terms of this warranty shall not lead to any extension whatsoever of the warranty.