



SYNTHETIC GRASS WARRANTY

THE TERM OF THIS WARRANTY IS 8 YEARS FROM THE DATE OF PURCHASE

- This warranty covers the repair or replacement of faulty product only. It does not cover damage caused by faulty installation or base works.
- Any labour cost associated with the repair or replacement of the grass will be at the expense of the customer.
- This warranty does not cover normal wear and tear.
- This warranty does not cover matting.
- This warranty does not cover damage caused by animals, vehicles or weather events.
- This warranty does not cover damage caused by magnified or reflected heat or light.
- This warranty does not cover neglect or lack of maintenance. Maintenance is the responsibility of the customer as per our care instructions ([link](#)).
- After 3 years, an 11% depreciation in replacement cost per year thereafter on a pro rata basis will be incurred.
- Replacement cost will under no circumstances exceed the original cost of the product.
- All claims must be in writing with clear photographic evidence and will need to be investigated in person by an Eastcoast Synthetics representative before the removal/disposal of the product occurs.

SYNTHETIC GRASS RETURNS POLICY

- Synthetic grass that has been deemed to have a manufacturing fault after inspection by an Eastcoast Synthetics representative will be replaced.
- Only full rolls in their original packaging can be returned for a full refund.