

Easigrass 10 Year Limited Product Warranty

This document sets out the limited manufacturer product warranty applying to qualifying Easigrass artificial grass products installed by an Easigrass Official Dealer in the Republic of Ireland or Northern Ireland. It covers the artificial grass product only and does not cover installation workmanship, groundwork or labour.

1 Guarantor and customer

The product warranty is provided by Easigrass Distribution Ltd, Bagshot Road, Chobham, Woking, GU24 8DB, United Kingdom (the Guarantor). It is provided to the customer named on the accompanying Easigrass Warranty Certificate for the qualifying artificial grass product identified on that certificate (the Product).

The warranty is additional to the customer's statutory rights. Nothing in this document excludes, restricts or replaces any legal remedy available from the seller or installer under the law applying where the Product was supplied or installed.

2 Warranty period and scope

Subject to these terms, the Guarantor warrants that under normal conditions the Product will sustain its UV stability and tensile strength during a period of ten years. A Product whose original tensile strength has not decreased by more than 50% will be regarded as having sustained its UV stability and tensile strength for the purposes of this warranty.

The warranty period begins on the installation completion date shown on the Warranty Certificate or, if earlier, six months after the date of the relevant Easigrass Distribution Ltd invoice for the Product.

This warranty applies only to the artificial grass Product. It does not cover installation workmanship, removal or disposal of defective grass, installation of replacement grass, groundwork, sub-base work or labour. Any separate installation guarantee is provided by the Easigrass Official Dealer named on the Warranty Certificate.

3 Remedy and pro rata replacement value

If the Guarantor confirms that the Product does not comply with this warranty, the Guarantor may repair the Product or provide an allowance towards replacement Product, as it considers appropriate.

Where replacement Product is approved, the allowance is calculated by multiplying the purchase price of the replacement Product by the number of complete months remaining in the ten-year warranty period and dividing that figure by 120 months. The customer is responsible for the balance of the replacement Product price and for any removal, disposal, delivery or installation costs, subject always to any separate statutory rights the customer may have against the seller or installer.

Illustrative pro rata calculation

Time remaining	Warranty allowance	Customer share
36 of 120 months	30% of replacement Product price	70% of replacement Product price

4 What is not covered

This limited product warranty does not cover defects, damage or deterioration caused wholly or partly by:

- normal wear and tear, pile flattening, crushing, curling or changes caused by the intensity or pattern of use;
- burns, cuts, accidents, vandalism, abuse, negligence or neglect;
- improper handling, storage, transportation, installation, alteration or repair;
- damage caused by domestic or wild animals;
- reflected or concentrated heat from glass, mirrors or other surfaces;
- ground movement, subsidence, tree roots, bamboo, Japanese knotweed, mare's tail or other horticultural influences;
- an inadequate, defective or unsuitable sub-base or surrounding drainage;
- infill materials, chemicals, herbicides, pesticides or cleaning products that are unsuitable for the Product;
- use of unsuitable footwear, equipment or the surface for a purpose for which it was not designed;
- failure to clean, maintain, protect or repair the Product in accordance with the current Easigrass aftercare guidance;
- post-fibrillation other than that required to place approved infill materials; or
- events outside the reasonable control of the Guarantor, including fire, flood, storm or other force majeure events.

5 Colour, batch variation and appearance

Artificial grass is manufactured in batches. A later addition or replacement may show a colour or texture difference from the originally installed Product. Such batch variation does not by itself constitute a defect. Temporary creasing following delivery or installation and visible seams that fall within normal installation tolerances are also not product defects.

6 How to make a claim

The customer should notify the Easigrass Official Dealer named on the Warranty Certificate in writing within 30 days after discovering the alleged defect. The Official Dealer will coordinate the claim with Easigrass Distribution Ltd.

The claim should include, where available:

- the Warranty Certificate and proof of purchase;
- the installation completion date and address;
- the Product name, installer and batch or roll details;
- a clear description of the issue and when it was first noticed;
- at least three clear photographs showing the alleged defect; and
- any product or infill samples reasonably requested for assessment.

No testing, inspection or professional-consultation cost incurred by the customer will be reimbursed under this warranty unless agreed in writing in advance by the Guarantor.

7 Assessment and limits of the product warranty

The Guarantor may inspect the installation, request reasonable evidence and arrange product testing before deciding whether a claim falls within this warranty. The Guarantor's liability under this limited product warranty will not exceed the qualifying pro rata value of the defective Product.

This product warranty does not cover indirect or consequential losses, loss of use, loss of profit or revenue, or costs associated with removal, disposal, groundwork, delivery or installation of replacement Product. These limitations apply only to this additional manufacturer warranty and do not restrict statutory rights or remedies that cannot lawfully be excluded.

8 Changes and severability

No dealer, sales representative or other person may extend or alter this product warranty unless the change is confirmed in writing by an authorised representative of Easigrass Distribution Ltd. If any part of this warranty is found to be invalid or unenforceable, the remaining provisions will continue to apply.

9 Applicable rights

This warranty is intended for Products installed in the Republic of Ireland and Northern Ireland. The mandatory consumer-protection laws applying where the Product was supplied or installed remain unaffected and take priority where they provide the customer with additional rights or remedies.