

Easigrass Guarantee Statement

Easigrass 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: +61 431 120 758, or email: qualitycontrol@easigrass.com. 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. 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 +61 431 120 758.

1.2 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.

1.3 Product Guarantee All grasses we supply and install in Australia come with a 6 year manufacturers guarantee. 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.

1.4 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.

1.5 Colours 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.