

Workmanship Warranty Terms

2-5 YEAR WORKMANSHIP
Domestic use only

GRASSify workmanship warranty terms apply only if you have purchased artificial grass installed directly by a GRASSify team.

Your workmanship warranty is covered as standard for 2 years from the date of installation.

Clients who subscribe to a maintenance plan will receive up to 5 years workmanship warranty subject to annual maintenance being completed by a GRASSify team or any approved installation company.

Please note our workmanship warranties only cover any arising defects as a result of poor workmanship or defective installation. It does not include cover for aspects such as: terrain movement, settlement, wear and tear, defects due to pets, animals or insects, any misuse or non maintenance of the lawn, dropping hot or heavy items onto the surface or any puncture of the surface.

Should GRASSify decide to undertake a repair or replacement then the company will issue a credit, this shall apply only to the affected area of the artificial grass that gives rise to the claim. The credit will be given to the Retailer, as a percentage of the repair cost of the lawn of the same or comparable quality artificial grass. GRASSify Artificial Grass will accept the use of the credit toward the repair service only. There will be no monetary payment.



-  The warranty applies to artificial grass products that have been purchased from and installed by GRASSify Artificial Grass directly.
-  The warranty is limited to the repair or replacement of the affected areas of grass.
-  The warranty does not cover surface deterioration resulting from normal wear and tear or any damages caused by site conditions and improper installation beyond its control, abuse, neglect, accidents, misuse, use of the product with inappropriate footwear (e.g. cycling cleats), tobacco products, fire, floods, vandalism, chemicals or cleaning agents, acts of natural causes.
-  GRASSify hereby disclaims any use express or implied, including warranties of merchantability and fitness for a particular purpose and disclaims liability for incidental or consequential damages.
-  GRASSify specifically excludes and will not pay consequential or incidental damages under this warranty. This includes any damages arising out of or in connection with the use or performance of the artificial grass, including, but not limited to damages for economic loss, expense, personal injury etc.
-  This warranty is non-transferable. This warranty is only extended to the original Purchaser.
-  All warranty claims must be presented in a reasonably timed fashion to GRASSify with a description and photos as soon as an issue with the artificial grass becomes evident.
-  This warranty does not cover sun magnification and melting from shiny/reflective surfaces, low level windows or matting down.
-  Claims relating to terrain movement will not be covered under the workmanship warranty and considered beyond control, including: floods and heavier than average rainfall, excavation or local building works, acts of natural causes including terrain settlement.

“We endeavour to carry out each installation to the highest industry standard, at times nature is the stronger force but in the rare instance we are beaten, rest assured we are here to help. GRASSify never seek to profit from misfortune and will always honour our warranty if we are at fault”

- Joe Mehdawi, MD

Joe Mehdawi

