

Artificial Grass

Warranty

10 Years



THE OUTDOOR LOOK

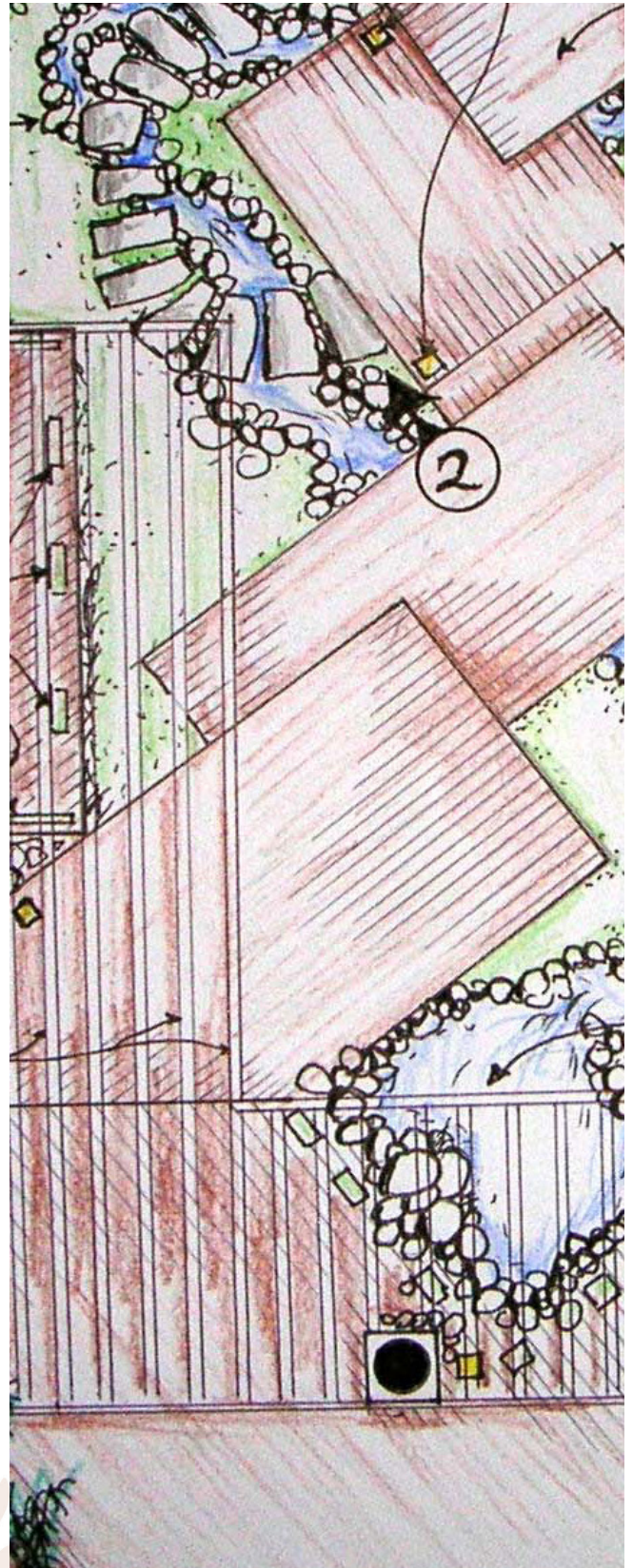
The Outdoor Look offers this warranty to the original purchaser of our high quality artificial grass product.

For the purposes of this warranty, our artificial grass product consists of a range of artificial grass's ranging from 7mm to 40mm all manufactured by our approved suppliers.

Under normal use and service conditions, the product is guaranteed for a period of 10 years from the date of the original consumer purchase against premature wear and fading from UV exposure. If a fault occurs with the artificial grass within the warranty period, then the purchaser shall notify The Outdoor Look in writing. The Outdoor Look will investigate the fault and if necessary, appoint a representative to inspect the artificial grass (any reasonable expenses incurred by The Outdoor Look will be charged to the purchaser at cost and will be fully refundable if The Outdoor Look's product is found to be at fault). If the material is found to be at fault, then The Outdoor Look will either replace the material or refund a percentage of the original material purchase price (6% deduction of total cost per year). The Outdoor Look will not accept any claim for any consequential losses, nor will any recompense be made to the customer for initial installation costs.

To make a claim under this warranty, the original purchaser shall send to The Outdoor Look, a description of the fault, proof of purchase and photographic evidence. The Outdoor Look does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to:

- Use of The Outdoor Look's Artificial grass in an application not recommended by The Outdoor Look or a use which contravenes Building Regulations.
- Movement, distortion, settling or collapse of the ground and/or supporting structure upon which the artificial grass is installed.
- Slight variations or changes in colour of the product.
- Faults due to improper handling or storage of the product.
- This warranty doesn't affect my statutory rights.



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