

Colour

When dispatching grass, we send it from the same batch to ensure that they are a good match (there may be a slight variation in colour, but this is uncommon). If the same product is ordered at a later date, there may be a colour difference as we cannot guarantee the same batch will be supplied. Premium Artificial Grass Limited accepts no responsibility or liability for this.

The images of our grass on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that your computer's or device's display of the colours accurately reflect the colour of the grass so your grass may vary slightly from those images.

Collection

If you collect goods from us, you are solely responsible for the size, weight and positioning of the load on the vehicle and shall indemnify us in respect of all costs, claim, losses or expenses we may incur as a result of you collecting goods.

Creases

Due to the nature of Artificial Grass it may flatten or crease when rolled, this is not a fault with the grass. Creases should fall out over a period of time after the grass has been correctly installed and is used on a daily basis

Liability

If you believe the artificial grass to be faulty, please take photos immediately and contact PAG before cutting or installing. If the grass is cut or installed PAG accepts no liability for any faults.

In the rare instance that any grass is deemed faulty by Premium Artificial Grass then the faulty grass must be rolled up and ready for collection. Do not install faulty grass if there is a fault upon unrolling it as this will impact your rights to return it. If there is a fault with the grass, Premium Artificial Grass will collect it, and replace this with new grass if it has not been installed (this will be on a like for like basis if we have discontinued or limited stock of faulty grass). As a consumer, you have legal rights in relation to product(s) that are faulty or not as described. We are under a legal duty to supply product(s) that conform to the contract. If any grass has been delivered and you suspect that it is defective, please contact us straight away.

If you provide us with measurements, you must ensure they are correct and accurate. You are responsible for the accuracy of measurements you provide. If there is an error in the measurements you supply, we will not refund the cost of the grass provided unless it is faulty.

Warranty

Our products come with a UV warranty of a minimum of 8 years.

Limitations of Warranty

The warranty will cover UV damage only. It does not cover improper handling, storing, transporting, installation or repairs unless the improper conducts are made by Premium Artificial Grass Limited. The following damage will also make the warranty inapplicable:

- (a) Burns, cuts, accidents, vandalism, abuse, negligence or neglect
- (b) Wild animals including, Moles, Badgers, Foxes and any other none domestic animal
- (c) Damage from any domestic pet including Dogs, Cats & Rabbits
- (d) Reflections from mirrors and/or glass on the products
- (e) Use of unsuitable footwear
- (f) Failure to maintain, protect or repair the product
- (g) Barbeques, cigarette burns and fire
- (h) Crushing and/or curling from normal wear and tear
- (i) Tree roots growing and disturbing the base once installation has taken place
- (j) Drainage. If your garden has a problem with drainage, please advise your installer.

All products are subject to normal wear and tear. In addition to the factors mentioned above, wear and tear



PREMIUM ARTIFICIAL GRASS

depends on, without limitations, the amount of use the product has. Normal use of the product is considered to be 30-60 hours of use on an average week. Premium Artificial Grass Limited does not warrant against normal wear and tear.

This warranty is non-transferrable and is personal to the original purchaser as shown on the invoice. This warranty does not cover any sales made to businesses or trades and is only applicable to purchases made by consumers directly from Premium Artificial Grass for domestic use. This does not affect your statutory rights.

Events outside of our control

We will not be liable or responsible for any failure to perform, or delay in the performance of, any of our obligations under the contract that is caused by an event outside of our control. We will undertake to use all reasonable endeavours to complete the work within a reasonable time or by a specified date if agreed. Under no circumstance shall we incur any liability to the customer for any untimely performance or delays arising from force majeure, adverse weather conditions or events beyond his reasonable control.

Site access

Timely possession of the site and proper and adequate access to it must be made available by the customer to enable the work to be carried out in a regular and economic manner. The customer will provide access to water and electricity wherever possible for use by us in carrying out the work agreed. The provisions of these services and facilities shall be at the sole cost of the customer. The customer shall be responsible for ensuring the safety of their children, family members, pets, animals and visitors at all times whilst work is being carried out on their premises. We shall be free from any liabilities, structural or accidental, when using machinery, except for accidents caused by improper use.

Cancellation

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not enable the consumer to cancel the contract. This does not affect consumer rights made under The Consumer Rights Act 2015.

It is our legal responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations, please contact us.

Jurisdiction

The contract will be governed by the laws of England and Wales and the parties to the Contract submit to the jurisdiction of the English courts.

Consumer Rights

None of the above terms and conditions affect your statutory rights.