

Jay's Synthetic Grass (JSG) warrants the goods within twelve (12) months from the date that the BUYER receives play equipment. During the warranty period, if the play equipment is defective resulting from quality causes, the JSG will replace the defective goods or part thereof at our expense, in addition to transportation costs associated with delivery to the client. The guarantee does not apply to goods damaged due to improper installation, improper operation and using, as well as the intentional damage. Any repairs or replacements beyond the warranty will be charged at cost price.

Each item is intended for use only for the purpose described and not for any other purpose.

Naturally, any item to be used by a child requires careful adult selection and use should be under proper adult supervision. Items must only be used by children of an appropriate age.

JSG offers a standard 12-month warranty on all play equipment, with the exception of normal wear & tear. To uphold this warranty, clients must request to have a maintenance check to be conducted to ensure the safety of the play equipment. Warranty will not be valid unless full payment has been received for all products and/or services provided.

Play equipment made from timber must have a maintenance check within six (6) months of installation to keep the warranty. A guide on how to do a maintenance check can be found [here](#).

A photographic image may be required to support the warranty claim. In the instance that the JSG representative deem the play equipment to have been misused, a client's warranty claim may not be honoured.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. Clients are entitled to compensation if quality of goods are not on par with standards. Clients are also entitled to a replacement or refund for a major failure and for compensation for any other reasonable losses and/or damages.