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## PLEASE READ THIS WARRANTY STATEMENT CAREFULLY BEFORE PURCHASING

### 1. WARRANTY COVERAGE

This warranty applies to composite decking products supplied and/or installed by **Jay's Synthetic Grass** ('JSG'). We warrant the decking material and installation against defects in workmanship and materials under normal use and environmental conditions, subject to the terms and conditions outlined below and in accordance with Western Australian laws and the **Australian Consumer Law (ACL)**.

This warranty applies to decking installed for residential or commercial pedestrian traffic only. It does not cover damage resulting from excessive loading, improper installation by third parties, poor substructure design, or other uses beyond the intended design specifications.

### 2. MATERIAL WARRANTY

JSG provides a limited material warranty from the date of supply or installation, depending on the scope of service:

- **Dura Decking:** 25-year material warranty

This warranty covers:

- Material defects due to manufacturing faults
- Splitting, rotting, or splintering under normal use

#### **Note (Supply-Only Projects):**

For supply-only orders, the material warranty applies to the product at the time of delivery. JSG accepts no responsibility for improper installation, inadequate subframe design, or other issues arising from third-party handling or site conditions.

#### **Natural Colour Change:**

Fading within the first 3–6 months may occur due to UV and weather exposure. This is a normal characteristic of composite decking and is not considered a defect.

### 3. INSTALLATION WARRANTY

Jay's Synthetic Grass provides a **6-month installation warranty** from the date of completion, applicable only where the installation is carried out by JSG's team.

This warranty covers:

- Improper board spacing or fixing
- Delamination or movement due to poor workmanship
- Installation not in line with manufacturer or industry standards

No installation warranty is provided where decking is installed by third parties or the customer.

### 4. WARRANTY CONDITIONS & EXCLUSIONS

This warranty does **not** cover damage or defects arising from the following conditions. Some exclusions apply only to **supply-only** projects and are clearly noted.

#### **Supply-only projects:**

Jay's Synthetic Grass is not responsible for improper installation carried out by others. This includes, but is not limited to:

- Joins wider than recommended (e.g. wider than 350mm)
- Incorrect fixing methods or board spacing

- Non-compliant sub-frame construction or inadequate drainage

#### **All projects:**

- Structural movement, settling, or collapse of the ground or supporting base, regardless of who performed the installation
- Site conditions such as inadequate drainage or poor soil stability, unless directly caused by JSG workmanship
- Any Act of God, including but not limited to, flooding, hurricane, tornado, cyclone, wind, earthquake, lightning, hail etc.
- Discolouration, fading, spotting or staining from or caused, in whole or in part, by mould, mildew, other fungal growth, organic materials, metallic oxides or particles (including but not limited to rust or corrosion of any fasteners), direct, other atmospheric or environmental pollutants, foreign substances such as grease or oil, chemicals (including those found in cleaners), or normal weathering (defined by natural efflorescence, exposure to sunlight, weather and atmospheric conditions which causes any coloured surface to gradually fade, flake, chalk, or accumulate direct or stains).
- Casualty, fire or exposure to heat sources such as cooking devices or retro-reflective surfaces.
- Shrinkage is not cover by warranty.
- Ordinary wear and tear.
- Climate change, environmental conditions, or any cause beyond the control of JSG's composite decking.
- The application of paints, stains, surface treatments or other chemical substances including, but not limited to clearers or pesticides.

This warranty does not cover termite or pest damage to the sub-frame caused by improper maintenance, or environmental factors. It is the responsibility of the property owner to maintain appropriate conditions (such as ensuring good drainage, avoiding soil contact, and inspecting regularly) to minimize pest risk to the sub-frame.

Decking damage resulting from a neglected or poorly maintained subframe is not covered.

#### **5. WARRANTY CLAIMS**

To make a warranty claim, the customer must:

- Notify Jay's Synthetic Grass in writing within 14 days of discovering the defect.
- Provide proof of purchase and/or installation date.
- Allow Jay's Synthetic Grass or its representative to inspect the site and assess the issue.

#### **6. REMEDIES**

If a valid claim is made within the warranty period, Jay's Synthetic Grass, at its sole discretion, will:

- Repair or replace the defective material
- Reinstall the affected section (if installed by JSG)
- Provide an alternative solution of equivalent value if repair/replacement is not feasible
- Issue a pro-rata refund based on the age of the product

Product Warranty Period	Claimable (% of original purchase value)
25 years	

Within 10 years of purchase	100%
10–13 years	80%
13–16 years	60%
16–19 years	40%
19–22 years	20%
22–25 years	10%

These remedies are in addition to your rights under the Australian Consumer Law.

## 7. LIMITATION OF LIABILITY

Jay's Synthetic Grass will not be liable for indirect, incidental, or consequential losses arising from the use or failure of the decking. Total liability under this warranty shall not exceed the original purchase price of the product, except where otherwise required under the ACL or relevant WA legislation.

## 8. MAINTENANCE REQUIREMENTS

To ensure the longevity of your deck:

- Clean regularly with water and mild soap
- Remove debris and organic material that may promote mould or mildew
- Avoid prolonged contact with metal objects that may cause rust stains
- Use appropriate protective pads under heavy furniture or planters

Failure to follow care guidelines may void the warranty.

A guide on how to perform proper maintenance can be found [[here](#)].

## 9. NON-TRANSFERABILITY

This warranty is non-transferable and applies only to the original purchaser named on the invoice or contract. For further assistance, contact Jay's Synthetic Grass at [info@jayssyntheticgrass.com.au](mailto:info@jayssyntheticgrass.com.au).

## 10. STATUTORY RIGHTS

This warranty is provided in addition to your consumer rights under the **Australian Consumer Law**. Nothing in this document excludes or limits your statutory guarantees.