

## Jay's Synthetic Grass – Play Equipment Warranty

Jay's Synthetic Grass (JSG) warrants the play equipment for a period of **12 months** from the date of supply or installation, depending on the scope of service. During the warranty period, if the play equipment is defective resulting from quality causes, 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 by third parties
- Improper operation and use
- Intentional damage
- Any repairs or replacements beyond the warranty will be charged at cost price.

## Usage Guidelines

- 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.

## Warranty Conditions

- 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** 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 deems the play equipment to have been misused, a client's warranty claim may not be honoured.

## Consumer Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## **Jay's Synthetic Grass — Soft Landscape Warranty**

Jay's Synthetic Grass is committed to delivering quality landscaping services. As part of this commitment, we offer the following warranties:

### **Irrigation**

#### **12-Month Warranty on Parts and Workmanship**

This warranty applies only to irrigation systems installed by Jay's Synthetic Grass and covers defects in materials and workmanship for a period of 12 months.

#### **This warranty does NOT cover:**

- Theft, vandalism, or accidental damage
- Damage from external works (e.g., fencing, plumbing)
- Damage or issues caused by the above that result in knock-on effects to other parts of the system (e.g., a broken pipe causing system-wide pressure issues or nozzle blockages)
- Damage due to inadequate maintenance

**Replacement parts are supplied free of charge under warranty; labour charges may apply unless otherwise agreed.**

Jay's Synthetic Grass supplies and installs healthy, nursery-quality plants. However, some level of plant loss is normal and expected in landscaping projects.

### **Plant**

We will replace up to 5% of the total number of plants supplied and planted by us within **3 months** of installation, under the following conditions:

- The irrigation system is installed or assessed and approved by Jay's Synthetic Grass
- The irrigation system is programmed according to our specifications
- The client adjusts watering times throughout the warranty period based on our seasonal recommendations
- A watering exemption (if required) is obtained by the client at the time of planting

#### **Important Notes:**

- Up to 5-10% plant loss is considered normal and is not covered for replacement
- Each plant will only be replaced once under warranty
- Warranty does not cover ongoing or repeated failure due to conditions outside our control

**This warranty does NOT cover:**

- Theft, vandalism, or accidental damage
- Damage from external trades or works (e.g., digging, construction)
- Damage due to irrigation systems not installed or approved by us
- Extreme weather conditions (e.g., storms, heatwaves, frost)
- Failure to adjust irrigation settings in line with Jay's Synthetic Grass recommendations
- Failure to regularly inspect the irrigation system for faults or damage that may impact its performance will void this warranty.

**Making a Warranty Claim**

To lodge a warranty claim, please email **[info@jayssyntheticgrass.com.au](mailto:info@jayssyntheticgrass.com.au)** with the invoice number, site address, photos of the issue, and a description of the problem. We will assess and respond within 7 business days.