

It's all about rolling fun

Jay's Synthetic Grass – Play Equipment Warranty

Jay's Synthetic Grass (JSG) warrants the timber 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 at <https://jayssyntheticgrass.com.au/maintenance-check-for-timber-play-equipment/>
- 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.

Making a Warranty Claim

To lodge a warranty claim, please email **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.