

It's all about rolling fun

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:

- With any planting project, some losses are expected due to a variety of factors. Typically, around 5-10% can be expected.
- 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** 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.