

QUALITY ASSURANCE

Next Generation Products Pty Ltd are proud of our commitment to customer satisfaction. Every day we uphold our reputation by manufacturing Next Generation Turf products to a quality which is strictly guided by the ISO 9001 standards. All products are inspected post manufacturing for any discrepancies in pile height, yarn colour, yarn density or other obvious defects to minimise any pre-installed warranty claims.

7 YEAR WARRANTY

Next Generation Turf is backed by a conditional 7 year warranty against quality defects such as discoloration and disfigurement at the discretion of the warranty agent. The 7 year warranty is subject to an inspection of the installed synthetic turf surface (if requested by the warranty agent) and is limited to repair or replacement of the product only. If the synthetic turf surface has not been correctly installed as per the DIY installation guide (<https://nextgenerationturf.com.au/turf-diy-guide/>) or to the industry standard (including the preparation of the base) the 7 year warranty may be voided.

EXCLUSIONS OF WARRANTY

The 7 year warranty excludes the following:

- Damage caused from mishandling, improper maintenance or deliberate damage
- Excessive or extremely heavy traffic
- Any synthetic turf installed in any areas other than standard landscape/sport applications
- Damage from chemical and/or natural disaster

** Please see your retail agent or professional installer for full details of your 7 year warranty.*

