

Thank you for choosing Next Generation Turf® products. We endeavour to use the highest quality materials and the latest manufacturing techniques in the production of our Synthetic Turf. Our products are manufactured according to our product specifications. Our product warranty commitments are as follows:

QUALITY ASSURANCE COMMITMENT

Next Generation Turf® synthetic products supplied to you by Next Generation Products Pty Ltd are guaranteed against defects in workmanship under normal conditions of use from the date of delivery.

WARRANTY PERIOD

Next Generation Turf® product warranty period is 7 years for all Landscape products and Sporting/Play surfaces.

EXCLUSIONS TO WARRANTY

1. The term *Synthetic Turf Warranty Content* shall include only quality defects. e.g. discoloration and/or disfigurement. Repair or replacement will be carried out after inspection. As a consumable product the warranty on synthetic turf excludes normal wear and tear. *Wear and Tear* depends on the frequency of traffic/use of the Synthetic Turf surface and the local climate.
2. This warranty applies only to the supply of the product. It does not cover other costs incurred including but not limited to freight or installation. **If you or your installer have reason to believe that there is a defect in our product it is important to contact Next Generation Products Pty Ltd ASAP to arrange an inspection before installation. On verification a replacement will be organised.**
3. For repairs and maintenance services out of warranty scope, we will charge the applicable costs.

SCOPE OF WARRANTY

This warranty excludes any defects, failure or damage in or to the Synthetic Turf including the following:

- Use in an application beyond the purpose of the original installation. Turf designed for landscape use is unsuitable to be used as a sports surface.
- Subject to abuse, misuse, negligence or damage directly or indirectly, including but not limited to or on account of vandalism, accidents, un-suitable footwear e.g. spiked shoes or sporting equipment, etc.
- Excessively high traffic in a small area. Continuous high impact sports played on smaller than usual areas (e.g. the key area in half-court basketball court) will jeopardise the durability of the Synthetic Turf surface.
- As a result of improper installation, repairs, alterations or replacement not completed to the industry standard or according to the manufacturer's recommendations: improper or faulty sub-base preparation; brushing machine exceeding normal running time during installation; the use of unqualified infilling materials.
- Improper cleaning and maintenance. Corrosive cleaning agents and solvents and the use of unfit for purpose machines or implements may result in damage. Please contact us to discuss the manufacturer's recommendations for maintenance, repairing and replacing our synthetic turf.

- Use in extreme temperatures i.e. minus 40 °c and below or 60 °c and above or exposure to continual, intense sun magnification and heat radiation.
- Force majeure, such as natural disasters, serious chemical pollution.

DECLARATION

1. This warranty will take effect from the date of delivery.
2. On delivery it is the responsibility of the customer to inspect the quality and specifications of the turf and check the quantity against the invoice. The customer must notify our company of any discrepancies within 7 days.
3. Quality issues should be submitted within 7 days of discovering the suspected defect. If the issue is within the scope of the warranty the customer will be asked to provide relevant details.
4. Warranty will be deemed void if the synthetic turf is repaired or replaced without written agreement from our company.

Next Generation Products Pty Ltd will endeavour to handle all warranty claims promptly and professionally.

Without our consent this warranty is non-transferable. The final interpretation of this warranty belongs to Next Generation Products Pty Ltd.

