

## Warranty on your Royal Grass artificial grass

### 15-year product warranty

Royal Grass provides an expiring warranty of 15 years on all defects that can be attributed to the manufacturing of the product. It is hard to predict how exactly the artificial grass will look after years of use, because the circumstances, such as the application and the degree of use and maintenance, may differ considerably per installation. Royal Grass can guarantee that the artificial grass will be suitable for use as described for a minimum of 15 years. In addition, Royal Grass, with its 15 years of practical experience, has built a demonstrable reputation to support this warranty. Thus, the warranty term has been set to 15 years. This warranty term starts at the moment of delivery.

### Use

Royal Grass artificial grass is suitable for use in gardens, on terraces, balconies, green roofs, in playgrounds and public green spaces. Only use the artificial grass in the way and for the purpose Royal Grass deems the product suitable.

The warranty does not apply when the artificial grass is used for purposes other than the intended use. The warranty also becomes void in case of damages incurred during or as a result of improper processing, installation, or repairs of the artificial turf. The warranty also becomes void when the damage or defects, if any, are caused by:

- fire, tears, accidents, vandalism, improper use, carelessness or neglect;
- improper use of infill sand or glue;
- the failure to keep the infill sand at the correct level (if applicable);
- use of the artificial grass for other purposes than for which it was designed and installed;
- use of aggressive cleaning agents;
- use of incorrect cleaning methods;
- exposure of the product to surfaces, directly or indirectly through reflection, with a temperature exceeding 75° Celsius;
- force majeure and other situations on which Royal Grass cannot reasonably have any influence;
- the failure to correctly maintain, protect or repair the Royal Grass product;
- shading: these are fake spots or visual effects, due to a different pile direction;
- flattening: daily use may cause the artificial grass surface to flatten. The higher the pile, the more likely this will happen, especially where the grass is used intensively.

### Wear and tear

Artificial grass is always subject to normal wear and tear. Regular wear of Royal Grass artificial grass is therefore not covered by any form of warranty. The degree to which Royal Grass artificial grass suffers from wear depends among other things on the intensity of its use.

### Expansion and shrinkage

Due to (extreme) fluctuations in temperature, artificial grass may expand or shrink. This is also strongly influenced by the foundation on which the turf is installed. An expansion and/or shrinkage percentage of 0.5% in the width of the roll and 1.0% in the length of the roll falls within the permitted specifications.

### Repairing or replacing

When an authorized Royal Grass dealer has established that your artificial grass does not comply with the promised conditions, Royal Grass will work together with the dealer to repair or replace the defects under the warranty. When the artificial grass is replaced, the number of square meters of replacement artificial grass will match the surface in which a defect has been established.

It concerns a warranty that descends over time. In case of repairing or replacing the defects under the warranty, Royal Grass will be responsible for the percentage of the current sales price that corresponds with the number of years of use elapsed. During the first 8 years after purchase, 100% of the defect grass will be reimbursed. From 9 to 12 years after purchase, 50% will be reimbursed and in the 13<sup>th</sup>, 14<sup>th</sup> and 15<sup>th</sup> year, 25% will be reimbursed. The part that will not be reimbursed by Royal Grass, will be paid by Buyer. In cooperation with the dealer, Royal Grass will take care of the removal and recycling of the defect product.

### Warranty claims

To submit a warranty claim, you will contact the company where you have bought the Royal Grass product. When you buy Royal Grass artificial grass, Royal Grass recommends you keep the invoice for future correspondence, should this be necessary.