

69 Rushwood Drive Craigieburn Vic 3064 T 1300 013 342 E info@buylawndirect.com.au www.buylawndirect.com.au

## **GUARANTEE**

Order No.

Sumame		Given Names
Address		Postcode
Phone (work)	(home)	(mobile)
Consultant	Installer	Completed
Received from		Date
		/ /
The sum of		
		\$ .
Being for		
Signature		Installer's Name (please print)
Customer Sat	tisfaction Slip	
Customer Sat	tisfaction Slip	Contract No.
	tisfaction Slip	Contract No.
	tisfaction Slip	Contract No.  Postcode
Name	tisfaction Slip	
Name	tisfaction Slip  (home)	
Name Address		Postcode
Name Address		Postcode
Name  Address  Phone (work)	(home)	Postcode (mobile)
Name  Address  Phone (work)  Consultant	(home)	Postcode (mobile)



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All repairs during the warranty period must be carried out by a qualified BY LAWN DIRECT representative. Any initial product or installation claims must be reported within 48 hours of installation. Any claims made outside of 48 hours for either product faults or workmanship concerns will be addressed under the terms of the warranty. Buy Lawn Direct Product guarantee covers the synthetic grass product against significant fading and ultra violet degradation for a period of five (7) years, commencing from the date of supply.

Warranty Exclusions: The Limited Warranty does not cover any defect or damage which may be caused or partly caused by or arise through:

- a) Vehicles and or machinery.
- b) Misuse or vandalism or use with inappropriate footwear or function other than the product was designed for.
- c) Chemical reactions with infill materials, cleaning agents, weed killers, bore water, contaminated water sources and or any other similar agent;
- d) Improper maintenance or repair.
- e) The application or inappropriate infill materials. If a rubber infill material is used, it must have a maximum sulphur content of 2%.
- f) Excessive brushing of fibres.
- g) Defects or damages caused by an act of nature or an act of god.
- h) Normal wear is limited to 1500 hours of normal intended use per annum.
- i) Animals, weed, vegetation or tree root damage.
- j) 7-year product warranty includes resupply of the damage or faulty section of material only. It excludes installation and delivery.

All warranty claims must be in writing and where possible rectification work will commence within 21 days. Should the warranty claim be due to an exclusion, lack of maintenance or reasonable upkeep then service charges may apply. The above guarantees are express guarantees and should be read in conjunction with statutory warranties where legislation makes provisions for consumer warranties. Our goods come with guarantees that can not be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.

## **Credit Card Debit Authority**

Visa		Maste	rcard			Bank	card		(plea	se tick	( one)		Security ID			
Card N	lumber												Expiry Date			
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Amount \$																
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Card H	Card Holder's Name Authorised Card Holder's Signature															