



ARTIFICIAL GRASS GUARANTEE:

Artificial grass is supplied with a 15 year manufacturer's warranty (available on request). Gaps between the joints are dependent on the sub-base of each site (see table below).

DCM Surfaces will honour the manufacturers warranty on the integrity of the installed surface as follows:

- It will maintain its integrity for use as a play or landscape surface for the length of the manufacturers warranty from the date of installation.
- In the unlikely event that repairs are required, DCM Surfaces liability is limited to re-establishing the integrity of the surface as fit for purpose only. We cannot accept complaints based purely on aesthetics and we cannot consider claims for consequential loss.

CONDITIONS OF THE GUARANTEE

- IMPORTANT! Failure to follow formal maintenance requirements or routine procedures.
In order to maintain the porosity of the product, it is strongly recommended to keep the surface clear of debris. Please refer to the maintenance of artificial grass information. Damage to the surface caused by high point loading, vandalism or abnormal uses, forces of nature and fair wear and tear are not covered.
- Defects in the underlying surface which did not form part of the DCM contract.
Please refer to the build up information.
- Shrinkage
Artificial grass is designed to be independent of the rubber shockpad underneath. Any expansion gaps in the joints between the grass of less than 2mm will be deemed as an expected limitation of the product and are not covered under warranty. Where a shockpad is not used, such as installations directly onto sand or macadam, a reduced warranty will be offered.
- Edging
Please refer to the Edging information.

Type of Sub-Base	Warranty Period for Joint Gaps Over 2mm**
SBR Shockpad	5 years
Direct to Macadam	2 years
Sand	2 years

**Joint gaps of over 2mm will be covered, gaps less than 2mm will be deemed as an expected limitation of the product.

*15 year warranty refers to the manufacturers warranty on the grass.

IF YOU HAVE ANY QUERIES, PLEASE CALL OUR SUPPORT TEAM ON 0 1772 4 4 0 3 4 0