



# General Warranty

Greens

---

GENERAL WARRANTY – Greens

Details and Definitions of Warranties -----3

General Warranty – Conditions and Owner Obligations -----3

Warranty Details ----- 4

## DETAILS AND DEFINITIONS OF WARRANTIES

Warranties as defined below ensure that your Welspun Greens will be fit for its intended use for the stated warranty period based on the product procured, which is defined in number of years from the date of invoice of the product purchase.

### GENERAL WARRANTY – Conditions and Owner Obligations

**These warranties only extend to the original end user and are not transferable.** In order to maintain and protect your coverage under the terms of these warranties, it is the Owner's obligation to adhere to the following:

1. Keep proof of your purchase in the form of a bill, invoice or statement from your retailer that shows the date and price you paid for Welspun Greens.
2. Understand that Welspun warrants that the product will perform properly for the stated warranty period. Its intended purpose being landscaping- like gardens, on terraces, balconies, walls and public green spaces subject to the product being fit for purpose, normal wear of the product, whether or not due to intensive use, does not fall under any form of warranty. The warranty period, when valid, begins on the date of the invoice of the product purchase.
3. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. Welspun's products receive extensive testing and visual examination in an attempt to assure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.
  - Minor color, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition "unacceptable," the manufacturer should be informed immediately.

## GENERAL WARRANTY DETAILS

### What is NOT Covered by this Warranty

1. Improper Installation and maintenance: the failure to correctly install and maintain, protect or repair the product
2. Incorrect design or functioning of the sub-base of the field
3. Wear due to an inadequate sub-base.
4. Damage due to lack of or improper drainage system.
5. Damage due to use of adhesive that is unsuitable for artificial grass
6. Damaged caused by use of the artificial grass surface for purposes other than for which it has been designed and installed
7. Damage resulting from neglect or misuse of strong cleaning agents, chemicals, corrosives, herbicides, insecticides; including but not limited to stains from paints, dyes, fertilizers or other similar materials.
8. Damage resulting from accidents (including trip and fall), fire, tears, accidents, vandalism, carelessness or negligence, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.).
9. Damage caused by appliances.
10. Damage or neglect during transportation.
11. Damage caused by an act of God (for example a natural disaster).
12. Fading, discoloration, or other damage due to exposure of the product to surfaces, directly or indirectly through reflection, with a temperature exceeding 75° Celsius / 170° Fahrenheit.
13. Damage caused by remodel or construction related activities.
14. Force majeure and other situations on which Welspun cannot reasonably have any influence.
15. Shading: these are fake spots or visual effects, due to a different pile direction.
16. 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
17. Re-installation of an already installed product, is not covered by warranty terms.
18. The product may expand and/or shrink due to the effects of cold, heat and UV radiation. This is also strongly influenced by the foundation on which the product 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 and is therefore not considered to be a defect for which Welspun can be held liable to its contracting party.

## WARRANTY DETAILS

### Warranty Remedy

If your Welspun Greens fails to perform as stated in the applicable Welspun Greens Warranty, Welspun will determine whether it will assist in the repair of the defective area or replace Welspun Greens or any part thereof of the same product. If unavailable or discontinued, Welspun reserves the right to select and supply similar Welspun Greens material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; Welspun reserves the right to determine if this action is necessary or not.

1. If Welspun authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. Welspun will not credit or reimburse cost associated with the removal of those items.
2. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.

### Consequential or Incidental Damages

WESLPUN EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES.

By this we mean that Welspun will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing related defects in the flooring. Some examples of consequential or incidental damages are - replacement of subfloors or underlayments, accessories, disconnecting / reconnecting appliances or fixtures as well as moving of furniture.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties.

We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. We shall have the sole right to determine or decide the validity of any warranty claim in accordance with terms contained herein. Any attempt to repair or replace the flooring without our consent will void this warranty.

**THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, ARE EXCLUDED.**

**Further no implied warranties extend beyond the Warranty Period**

## WARRANTY DETAILS

Welspun will decide whether it will repair or replace the product. In case, the company decides to replace the product/or a part of the product, following depreciation will be applicable

Depreciation		
<b>5 Years Warranty</b>	0 – 1 <sup>st</sup> Year	0%
	1 <sup>st</sup> Year – 2 <sup>nd</sup> Year	40%
	2 <sup>nd</sup> Year – 3 <sup>rd</sup> Year	60%
	3 <sup>rd</sup> Year – 4 <sup>th</sup> Year	80%
	4 <sup>th</sup> Year – 5 <sup>th</sup> Year	90%

## WARRANTY DETAILS

### How to File a Claim

If you find a defect or other matter covered by any of the limited warranties described previously, notify the retailer who sold you the floor covering material within 30 days of discovery of such defect. This warranty is limited to the colour, structure and style of the product available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, colour, structure and style that is similar to the original and that has a similar purchase value. The purchase value is defined as the MRP of the product, or the discounted rate provided to the customer, whichever is lower.

The retailer will review and if necessary file a claim with Welspun and help you answer any questions you may have. After a warranty claim is properly filed, Welspun's service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with Welspun and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.

Upon approval of warranty claim, 30 days tenure will be provided by Welspun to customer to accept the claim, failing which limited warranty will be deemed waived.

### What You'll Need

Proof of your purchase in the form of a bill, invoice or statement from your Welspun retailer that shows the date and price you paid.

Receipt of payment of installation charges, if any and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, moulding, underlay, moisture barrier, moulding, etc.

A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect.

Provide additional information requested by the factory to understand the root cause of the issue.

### Disclaimer:

Samples, descriptions, and other information concerning the product contained in our catalogues, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon us. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify these warranties.