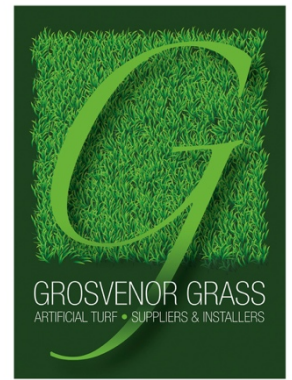


## TERMS AND CONDITIONS OF BUSINESS



### **Returns Policy**

#### **Artificial Grass Returns**

Artificial grass cuts cannot be returned once they have been dispatched, unless the item is proven to be faulty. We also cannot accept returns of any product if it is found that the problems resulted from the product being incorrectly installed/stored/cut by you. If you have received a faulty product, please contact us immediately of receiving the goods so we can arrange a collection date.

#### **Returning A Full Roll 25m x 4cm & 25m x 2m**

Should full grass rolls be unsuitable they can be returned within 7 days of receipt of goods, in original packaging. Delivery & collection charge will be met by customer. Once received, you will receive a full refund (excluding £25 delivery charge) within 14 days.

#### **Artificial Plants, Hedge Tiles & Extendable Hedges**

One of the hardest parts of buying artificial plants online is knowing whether you'll like it in the flesh. We have a variety of images on our website but they will never be a substitute for seeing the real thing. That's why we've provided the most flexible returns policy:

If you are not satisfied or no longer require the artificial plants you have purchased within 14 days of receiving the product(s), simply follow the instructions below:

- Do not use the artificial plants – we will not accept them if they have been used
- Print a copy of your order receipt you received via email when the original order was placed and place it your return package. This way we can identify and refund you.
- Repackage the item(s) in their original packaging
- Return the goods via courier – we recommend comparing prices via [www.parcel2go.com](http://www.parcel2go.com)
- Once received, goods will be inspected and your refund processed within 14 working days (excluding £25.00 original delivery charge)
- If you are returning the items because you ordered them in error or have changed your mind you will need to cover the return postage charge.
- We recommend using a tracked courier to ensure they arrive promptly and securely at our warehouse.

If you would like us to arrange a collection for you please email or call us. Our team will confirm the cost of this via email or telephone and the price will be deducted from your refund.

### **PAYMENT**

Full payment will be required on ordering.

### **DELIVERY DATES**

Delivery dates are estimated and given in good faith, Grosvenor Grass will not be held liable for any costs incurred through late delivery. If for any reason the purchaser is unable to accept delivery of the goods at the time previously arranged a redelivery charge may be made.

### **OWNERSHIP**

Grosvenor Grass shall remain the owner of all goods, until the full amount of invoice value has been paid.

### **LIABILITY**

It will be the responsibility of the purchaser to ensure that all goods are insured once delivered. Grosvenor Grass are only responsible for the goods up to the time of delivery. Under no circumstances will Grosvenor Grass be liable for any loss or injury attributable to defects in the goods or otherwise in relation to the performance of any contract entered into between Grosvenor Grass and the purchaser. Furthermore, the purchaser shall indemnify Grosvenor Grass against any claim for such damage, loss or injury made against Grosvenor Grass by a third party.

### **WARRANTY**

Manufacturer's warranty covers artificial grass products for a minimum of 36 months from the date of invoice which covers UV Rays. We will replace goods not found to conform to warranty. The seller takes steps where deemed necessary to bring the goods into a state where the item is free from such defects, providing the alleged fault is not the result of accidental or wilful damage or normal wear and tear.

### **DAMAGED/ MISSING ITEMS**

Any damage or shortage of items must be reported within 3 days of delivery. Emailed photographs will be required showing damage / fault prior to replacements being dispatched. All items should be checked off on delivery and Grosvenor Grass will advise purchaser if any items are outstanding. We cannot accept liability for items that go missing after delivery.

### **CANCELLATION**

Grosvenor Grass reserves the right to charge the client for any costs incurred through change of installation date or cancellation, which is not the fault of Grosvenor Grass.

### **FORCE MAJEURE**

Grosvenor Grass will not be liable to the purchaser for any breach of contract arising from or which may have been caused by an act of God, force majeure, war, riot, civil commotion, government order, direction or legislation by fire, accident, strike or other industrial action, adverse weather conditions, delays in transport or by any other matter over which Grosvenor Grass has no control.