

Warranty

Grass Mat

10 Year Warranty

Ten year warranty on the rubber component against any manufacturing defects resulting from faulty materials or workmanship. HAGS will repair or supply a replacement for any such defective part, free of charge. The option to either repair or replace is at the discretion of HAGS.



Warranty

This limited warranty applies to Grass Mat products supplied by HAGS and manufactured by our third party partners.

The performance of the Grass Mat surfaces relies on the underlying soil conditions, together with the promotion of good grass growth. This can vary from site to site and can also change seasonally or over time. The installation of the product should be continually monitored and maintained as required.

The product has not been designed to support the weight of vehicles or heavy machinery.

This Limited Warranty Does Not Apply:

- Damage or deterioration caused by fair wear and tear, including areas prone to excessive wear e.g. base of slides, under swing seats etc.
- If the tiles have been mistreated, vandalised or wilfully damaged in transportation, installation or use.
- If solvents, oil based or petroleum chemicals have been in contact with the tiles.
- Colour fading or issues related to carbon black release.
- Severe climatic or environmental conditions.
- If the product has been used to support the weight of vehicles or heavy machinery.
- If the product is being used or installed together with products not approved by HAGS Aneby AB.
- If the purchaser has not performed and documented inspection and maintenance as directed in the Inspection and Maintenance Guides for this product produced by our 3rd party partner (free copies are available on request from HAGS). All required maintenance must be carried out promptly and regularly over the life of the product.
- If the product is assembled and/or installed in a manner contrary to manufacturers instructions.
- If the purchaser does not observe and comply with product notices and instructions issued from time to time by HAGS and/or its authorised dealers related to product issues and safety.



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Warranty Terms and Claims Procedure

Purchaser must send warranty claims to HAGS using claim@hags.com or in writing to HAGS Aneby AB, Grännavägen 7, SE 578 33 Aneby, or to a HAGS authorised dealer, within three (3) months of when a product defect is discovered or should have been discovered. Purchaser must present the valid original invoice or the original warranty certificate along with the notice of the claim and supporting photography. In addition, the customer must, upon request, present HAGS with a copy of documents indicating how inspection and maintenance procedures have been conducted. Upon request, defective or non-conforming parts must be returned to HAGS.

If any products prove defective or non-conforming under normal use and within the prescribed warranty periods, HAGS will within a reasonable time and in its sole discretion, repair or replace such defective or non-conforming products by providing repaired or replacement products and parts free of charge to the site. HAGS' limited warranties do not cover the cost of labour to remove defective or non-conforming parts or to install repaired or replacement parts.

If specific colours or designs/products have been discontinued, HAGS will offer a choice of available alternative colours or corresponding alternative designs/products to replace the warranted parts and products.

All warranty periods begin on the date of HAGS' invoice. Repaired and/or replacement parts are warranted only for the balance of the original limited warranty. All warranties extend only to the original Purchaser of the products from HAGS or its authorized reseller and are not transferrable.

These limited warranties apply only to HAGS approved products that are erected and installed in conformance with the manufacturers installation instructions, and that are maintained and inspected in conformance with the manufacturers maintenance and operational instructions.

Any disputes, claims or controversies arising out of or relating to this limited warranty shall be settled and determined by binding arbitration conducted at a location decided by HAGS.

