

Warranty

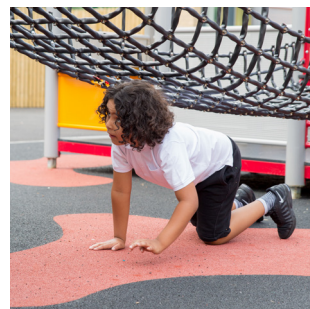
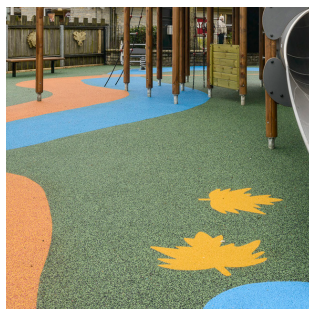
Surfacing and Installation

5 Year Warranty

On all wetpour and rubber mulch defects resulting from faulty materials or workmanship from point of handover.

1 Year Warranty

On all HAGS installation work from point of handover.



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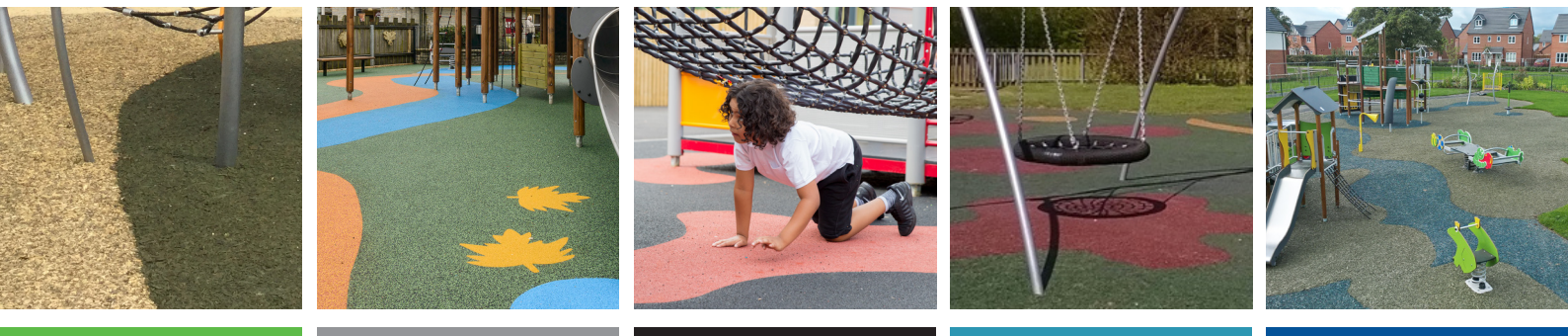
Installation limited warranty applies to HAGS products and approved third party partner products only.

This Limited Warranty Does Not Apply:

- Product failure, damage, or deterioration (wear and tear) due to the effects of abnormal use or through graffiti removal.
- Product failure where sub-bases or grounds have been prepared by others.
- Product failure arising from subsidence, heave, landslip or other ground conditions beyond HAGS control.
- If the products are subjected to abuse, misuse, unintended use, neglect, excessive strain or vandalism.
- If the product is exposed to unforeseeable environmental conditions such as extraordinary weather and natural disaster.
- If the product is installed together with products not approved by HAGS Aneby AB.
- If the purchaser has not performed and documented inspection and maintenance as directed in published HAGS Inspection and Maintenance Guides (free copies are available on our web site or by request). All required maintenance must be carried out promptly and regularly over the life of the product.
- If the purchaser fails to report warranty claims in a timely manner, or otherwise fails to comply with the claims reporting procedure.

Wet Pour and Rubber Mulch:

For wet pour and rubber mulch surfacing please refer to separate third party partners Installation Guarantee attached.



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Warranty Terms and Claims Procedure

Purchaser must send warranty claims to HAGS using claims@hags.co.uk or in writing to HAGS Claims, Waterfront Complex, Selby, North Yorkshire, YO8 8AP, within (3) months of when an installation issue 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.

If any installation work proves to be defective within the prescribed warranty periods, HAGS will within a reasonable time and in its sole discretion return to site to assess installation or surfacing issues, to help facilitate the most appropriate form of remedial action required.

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.

