



DH Garden Supplies Artificial Turf

Product Warranty

Thank you for choosing DH Garden Supplies. To ensure the continued enjoyment of your artificial turf surface and to protect your warranty rights, we have established the following product warranty terms, minimum installation standards, and customer maintenance guidelines.

Part 1: DH Garden Supplies 7-Year Limited Product Warranty

1.1 Warranty Coverage

Commencing from the date of "practical completion" of the installation, DH Garden Supplies ("we") warrants that for a 7-Year period, the supplied artificial turf product ("the Product") will not, under normal use, suffer from premature wear due to a manufacturing defect.

If a valid claim arises under this Warranty, we will, at our sole discretion, select one of the following remedies:

1. **Repair or Replace:** Repair or replace the affected area of the Product at no charge; or
2. **Issue a Credit:** Issue a credit equal to the cost of the artificial turf material.

1.2 Prorated Credit Schedule

It is normal for the turf surface to change over time with use and environmental factors. If we elect to issue a credit (remedy 1.1(2)), that credit will be calculated based on the following declining proration schedule and will apply only to the affected area of the product verified as defective:

- **Years 1-2:** 100% of replacement material cost
- **Years 3-5:** 50% of replacement material cost
- **Years 6-7:** 25% of replacement material cost

The credit will be issued to the reseller for the purchase of new artificial turf material from DH Garden Supplies of the same or comparable quality. No cash payment will be made.

1.3 Warranty Limitations

- **Product Only:** This Warranty is limited to the remedies of repair or replacement of the affected product material or the issuance of a credit.
- **Excludes Installation:** This Warranty expressly *does not cover* the installation workmanship or any issues stemming from the installation (regardless of who the installer was). Installation workmanship should be warranted separately by your installer.
- **Non-Transferable:** This Warranty is non-transferable and is extended only to the original purchaser.
- **Warranty on Replacements:** The warranty period for any repaired or replaced product shall be limited to the remainder of the original Product's warranty period.



Part 2: Product Warranty Conditions & Exclusions

This Manufacturer's Limited Warranty is conditional upon the Product being correctly installed (see Part 3) and maintained (see Part 5). This Warranty *does not cover*:

- **Normal Wear and Tear:** Surface deterioration resulting from normal use, traffic, or ageing.
- **Improper Use & Neglect:** Damage caused by accidents, misuse, abuse, neglect, improper maintenance, or the use of improper cleaning products.
- **Sun Magnification (Melting):** Melting or damage to the turf caused by sun magnification from reflective surfaces such as windows (especially Low-E glass), mirrors, or other reflective materials, regardless of the cause. This is a known risk in New Zealand's strong sunlight.
- **High-Friction Areas:** Damage as the result of repetitive activities (e.g., landing zones for play equipment, slide areas, or other high-friction zones).
- **Force Majeure:** Damage by natural disasters, floods, fire, or acts of God.
- **Installation & Freight:** Damage from freight, delivery, or poor installation by other installers.
- **Colour Variations:** The purchaser understands that different dye lots and yarn batches may have slight variations in shading and colour. Such variations are not covered under this warranty. We will endeavour to supply turf from the same manufacturing batch at the time of original purchase but cannot guarantee an exact match for future repairs.
- **Appearance Changes:** Variations in appearance caused by light refraction, or "pile crush" (matting).
- **Improper Footwear:** Damage by spiked shoes, cleats, or other footwear for which this product is not intended.
- **Wilful Damage:** Any wilful or maliciously damaged product.
- **Pet Damage:** Damage or wear from pets digging, chewing, biting, scratching, or other extraordinary wear.
- **Failure to Maintain:** Failure to complete the basic preventative maintenance requirements (see Part 5), particularly in relation to the upkeep of the required infill, weed/moss treatments, and contamination removal.
- **Improper Use:** The surface is used for any purpose other than that for which it was designed and installed.

Part 3: Minimum Standards for Installation & Workmanship

To ensure the performance, longevity, and warranty eligibility of your turf, your installer must follow these minimum installation standards.

1. **Removal:** All existing turf and landscaping is to be removed. If an existing sprinkler system is installed in the installation area, the sprinklers need to be capped off and valves turned off, as artificial lawn will not need any watering.
2. **Compact Existing Ground:** Existing ground is to be compacted using a vibrating plate compactor. It is essential to fully firm up the ground that will be the foundation for the artificial turf.
3. **Install Edging:** Timber (or other suitable) edging should be installed around the perimeter of the turf. This is essential to stop any subsidence around the edges and prevent the turf from lifting, as it allows the turf to be secured with landscaping nails every 200mm along the perimeter.
4. **Lay Sub-Base:** The sub-base is then laid with a suitable compactable aggregate, spread, and then compacted with a plate compactor or heavy roller. With this step, the aim is to make the base firm and level with a gentle slope to a stormwater drain.



5. **Lay Fine Aggregate:** Lay an additional 20mm of Crusher Dust or other suitable fine aggregate as per step 4 and then compact using the vibrating compactor to firmly compact the sub-base.
6. **Check for Depressions:** Check for Surface Depressions. Any base depression that is more than 15mm deep needs to be filled in and re-levelled. Even though the artificial turf drains water vertically through drainage holes, the base must be given a very slight slope away from buildings and towards a stormwater drain to avoid any pooling.
7. **Seaming:** If the installation covers a larger area, grass is seamed where two pieces meet. This must be secured with a specialist outdoor turf adhesive glue and turf joining tape.
8. **Infill:** Infill of clean, dry silica sand is then applied using a standard seed-drop spreader. This infill helps to weigh down the artificial turf, stabilize the fibres to keep them upright, and prevent matting. It is important that all infill has been spread evenly over the entire artificial turf surface and power broomed in.

Part 4: Warranty Claim Procedure

In the event of an issue covered by this Product Warranty (Part 1), the purchaser must follow this procedure:

1. **Inspection on Delivery:** Purchasers must inspect all products upon delivery. If any obvious defects, shortages, damage, or non-conformity are noted, DH Garden Supplies must be notified in writing within 10 working days. *(Please note: This clause does not limit your rights under the CGA to make a claim for a non-obvious fault discovered at a later date).*
2. **Notification After Discovery:** Following installation, if a potential product issue is discovered, the purchaser must submit a warranty claim in writing to DH Garden Supplies within a *reasonable time* of discovering the issue.
3. **Provide Evidence:** The claim should, where possible, include supporting photographic evidence, the original proof of purchase, and a clear description of the issue.
4. **Assessment:** Upon receiving the claim, DH Garden Supplies will respond within 10 working days and may arrange a joint inspection of the problem area with the installer.
5. **Remedy:** If the claim is accepted, DH Garden Supplies will arrange for the remedial works as specified in section 1.1 to be undertaken within one calendar month, or another mutually agreed, reasonable timeframe.

Part 5: Customer Maintenance & Care Guide (Protection Rules)

To protect and prolong the life of your artificial turf, please take note of the following recommendations. Failure to perform reasonable maintenance may void your Product Warranty (see Part 1).

1. Keep the artificial turf surface free from litter, mud, and debris.
2. Prohibit smoking, fireworks, glass, and chewing gum on the artificial turf surface.
3. Follow the manufacturer's suggested maintenance and cleaning procedures.
4. No vehicles are allowed on the artificial turf surface.
5. Repair minor damages quickly.



Part 6: Commercial Supply & CGA Contracting Out

6.1 Commercial Use

This 7-Year Warranty is designed for residential use. If the product is used in a commercial application (e.g., high-traffic public spaces, sports facilities), warranty terms may differ, or specific exclusions from Part 2 (e.g., "High-Friction Areas") may apply.

6.2 CGA 'Contracting Out' for B2B Transactions*

If you (the purchaser) are acquiring or holding yourself out as acquiring the Product for "Business Purposes" (as defined in the Consumer Guarantees Act 1993, section 2(1)), then the parties agree:

(a) That the provisions of the New Zealand Consumer Guarantees Act 1993 (CGA) shall not apply to this supply; and

(b) That the parties agree it is "fair and reasonable" (in accordance with section 43(2) of the CGA) that they are bound by this contracting-out clause.

* Clause 6.2 is only effective if it is agreed to in writing, such as in a commercial sales agreement or on an invoice, as part of the terms of trade.

Got a question? Want a quote?

We would love to hear from you about how we can help with your next project.

Contact us on:

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