



ARTIFICIAL GRASS PRODUCT WARRANTY

Sterlin Decor | Operated by Sterlin Pty Ltd

PRODUCT WARRANTY PERIODS

25mm Artificial Grass - 5 Years
30mm & 40mm Artificial Grass - 7 Years

Sterlin Decor, operated by Sterlin Pty Ltd, provides this voluntary product warranty for eligible artificial grass products. This warranty is provided in addition to, and does not exclude, restrict or modify, rights and remedies available under the Australian Consumer Law.

1. COVERED PRODUCTS

Product	Pile Height	Density	Roll Sizes	Recommended Use
25mm Turf	25mm	26,250 stitches/m ²	2m, 3.6m, 4m × 25m	Front yards, balconies, family areas
30mm Turf	30mm	21,000 stitches/m ²	2m, 3.6m, 4m × 25m	Front yards, balconies, family areas
40mm Turf	40mm	22,000 stitches/m ²	2m, 3.6m, 4m × 25m	Residential lawns, pets, kids, lush lawn areas

2. WARRANTY PERIOD

Sterlin Decor provides a five (5) year product warranty from the original date of purchase for eligible 25mm artificial grass, and a seven (7) year product warranty from the original date of purchase for eligible 30mm and 40mm artificial grass, subject to the terms and conditions of this warranty. The original purchaser must retain valid proof of purchase and the product must have been paid for in full.

3. WHAT THIS WARRANTY COVERS

Subject to the terms, conditions and exclusions of this warranty, eligible products are warranted against manufacturing defects in materials or workmanship present at the time of supply, excessive UV degradation beyond normal weathering and fading expected under Australian outdoor conditions, and abnormal yarn or backing failure resulting from a manufacturing defect under normal residential use.

4. WARRANTY COVERAGE

Where a warranty claim is accepted, Sterlin Decor may, subject to applicable Australian Consumer Law requirements, provide an appropriate remedy such as repair, replacement or refund. Where appropriate and permitted by law, the voluntary product warranty may be assessed on the following pro-rata basis:

Period from Purchase	25mm Turf	30mm & 40mm Turf
0-2 years	100%	100%
2-4 years	60%	60%
4-5 years	30%	30%
5-7 years	0%	30%
7 years or more	0%	0%

Labour, removal, reinstallation, site preparation, disposal, contractor costs, equipment hire, landscaping costs and other project costs are not included in the voluntary product warranty unless required by applicable law. This pro-rata schedule does not limit rights or remedies that cannot lawfully be excluded under the Australian Consumer Law.

5. IMPORTANT HEAT & REFLECTED SUNLIGHT WARNING

Maintain a minimum clearance of 400mm between artificial grass and glass fencing, glazing, windows, glass balustrades or other reflective surfaces. Reflected or concentrated sunlight can generate temperatures capable of melting or distorting synthetic yarn. Damage caused by reflected or concentrated heat is not considered a manufacturing defect and is excluded from this voluntary warranty. Where the clearance cannot reasonably be achieved, use suitable shading, screening, awnings, planting, paving or another non-synthetic surface in the affected area.

6. INSTALLATION REQUIREMENTS

Correct installation is an important condition of this voluntary warranty. Use a stable, properly prepared and compacted base suitable for the site and intended use; provide adequate drainage; remove unsuitable organic material; use weed membrane where appropriate; allow the turf to relax/acclimatise before cutting and fixing where appropriate; install all rolls with the pile running in the same direction; properly secure joins and the full perimeter using suitable joining and fixing systems; and use appropriate infill where specified or recommended. Installation should comply with applicable site, building and safety requirements. Failure to install the product correctly may result in damage that is not covered.

7. CARE & MAINTENANCE

Brush high-traffic areas regularly to help keep the pile upright. Remove leaves, dirt and organic material and keep drainage clear. Clean spills promptly with water and mild detergent where appropriate. Remove pet waste promptly and rinse the affected area thoroughly. Avoid harsh chemicals, solvents and aggressive cleaning products. Do not use high-pressure washing at close range or in a manner that may damage the turf. Keep hot objects and heat sources away from the turf and take reasonable steps to prevent further damage once an issue is discovered.

8. WARRANTY EXCLUSIONS

Heat & Fire

Reflected or concentrated sunlight; glass fencing or glazing; windows and reflective surfaces; BBQs; fire pits; heaters; hot ash or embers; cigarettes; fireworks; and other heat sources.

Chemicals & Contamination

Solvents, oils, paint, fuels, pesticides, herbicides/weed-killing products, harsh cleaning chemicals or other substances that damage synthetic fibres or backing.

Installation & Site Conditions

Incorrect installation, poor base preparation, inadequate drainage, standing water, incorrect joining, inadequate fixing or pegging, ground movement, subsidence, settlement, erosion or failure/movement of the supporting surface.

Physical Damage

Vehicles or machinery, sharp objects, dragging heavy objects, tools or equipment, excessive point loading, cutting, accidental damage, burns, vandalism, abuse or misuse.

Animals & Plants

Pet digging, animal damage, vermin, tree roots, invasive plants or vegetation.

Natural & Environmental Conditions

Flood, storm, fire, hail, lightning, earthquake, extreme weather or temperature events.

Normal Wear & Appearance

Normal fading and weathering, flattening of pile in high-traffic areas, ordinary wear and tear, minor variations in colour, shade, pile direction or texture, and variations between manufacturing batches.

Other

Improper storage or handling, neglect, unauthorised alteration or modification, products not paid for in full, and commercial, sporting or high-traffic public applications unless specifically agreed in writing before purchase.

9. COLOUR, TEXTURE & BATCH VARIATION

Artificial grass is a manufactured product and minor variations may occur between production batches, including colour, shade, pile direction, texture, yarn appearance and backing appearance. Where additional turf is purchased at a later date, an exact colour or texture match cannot always be guaranteed. Weathering and exposure to sunlight may also cause installed turf to differ in appearance from unused or newly supplied product.

10. WARRANTY CLAIMS

To make a warranty claim, contact Sterlin Decor / Sterlin Pty Ltd as soon as reasonably practical after discovering the alleged issue. The customer should provide the original proof of purchase, invoice or order number, purchase date, product name and pile height, quantity purchased and affected, installation details where available, a description of the issue and when it was first noticed, and clear photographs of the affected area and overall installation. Where relevant, photographs of joins, fixing methods and nearby glass, glazing or reflective surfaces may also be requested. Sterlin Decor may request additional information, photographs, samples or a site inspection before determining whether a claim is covered. Submission of a claim does not by itself mean that the claim has been accepted.

11. ASSESSMENT & REMEDIES

Each claim will be assessed based on the condition of the product, the nature of the alleged defect, installation conditions, usage, maintenance and the terms of this warranty. Where a claim is accepted, Sterlin Decor will provide the remedy available under this warranty and applicable law. If an exact replacement product is unavailable, Sterlin Decor may provide a reasonably comparable product where permitted and appropriate.

12. AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This voluntary warranty is provided in addition to, and does not exclude, restrict or modify, any rights or remedies available to consumers under the Australian Consumer Law.

STERLIN DECOR / STERLIN PTY LTD

Business Name	Sterlin Decor
Main Company	Sterlin Pty Ltd
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Product Category	Artificial Grass / Synthetic Turf
Warranty Period	25mm: 5 Years 30mm & 40mm: 7 Years
Warranty Version	Version 1.1

IMPORTANT: Please retain your original invoice or proof of purchase. This voluntary warranty applies subject to the terms and conditions contained in this document and is in addition to rights and remedies available under the Australian Consumer Law.