

THE OUTDOOR LOOK

Warranty & Maintenance Guide Post & Rail Balustrade System

At The Outdoor Look, we take pride in supplying high-quality artificial grass designed for long-lasting performance. This guide explains our warranty coverage and provides essential care advice to help you keep your lawn looking its best.

Warranty Coverage

- Duration: All artificial grass is covered by a 5-year residential warranty against excessive UV fading, manufacturing defects, and premature wear under normal domestic use.
- Commercial Use: A 2-year warranty applies for installations in commercial or high-traffic areas.
- Exclusions: The warranty does not cover damage caused by improper installation, poor sub-base preparation, misuse, fire, chemical spills, or acts of nature (e.g. flooding).

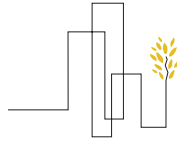
Warranty Depreciation

The warranty value reduces by 20% each year until the 5-year term is complete.

Year	Refund / Replacement Value
1	100%
2	80%
3	60%
4	40%
5	20%
6+	0%

Maintenance Guidelines

- Brushing: Regularly brush the surface with a stiff broom to keep fibres upright and prevent flattening.
- Cleaning: Rinse with water to remove dust and debris. For spills, use mild soap and warm water.
- Pet Waste: Remove solids promptly and wash the affected area with water. For odour control, use an artificial grass-safe cleaner.



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- Weeds: Install a weed membrane at the time of fitting. Any growth that appears should be removed promptly.
- Furniture: Avoid leaving heavy objects in one position for long periods, as this may flatten the pile.
- Heat: Keep BBQs, fireworks, cigarettes, or other heat sources away, as artificial grass can melt.

Claims Procedure

- Contact our customer service team with your order number and details of the issue.
- Provide photographs of the affected area.
- Our team may request a site visit or sample before approving a claim.

Following these guidelines will keep your lawn looking fresh and ensure full warranty protection.