



Terms and Conditions of Service – Artificial Grass Yorkshire/DBG Projects

1. General 1.1 These Terms and Conditions apply to all quotations, agreements, and works carried out by Artificial Grass Yorkshire/DBG Projects, operating from St Pegs Works, Cleckheaton ("the Company"), for the client ("the Customer"). 1.2 By paying the initial deposit or instructing the Company to proceed with scheduling, the Customer agrees to be bound by these Terms and Conditions.

2. Product and Design Information

2.1 Design Basis: The design and layout presented in any proposal or quotation are based on the best information available at the time of preparation. Unforeseen ground conditions may necessitate adjustments.

2.2 Material Quality: Unless otherwise stated, our installations utilize high-quality artificial grasses manufactured in the UK and EU.

2.3 Natural Variation: Product colours, textures, or patterns may naturally vary. This is particularly relevant for incorporated hardscaping materials such as natural stone, porcelain, and timber.

2.4 Colour Accuracy: We cannot guarantee that your device (computer, tablet, or smartphone screen) will display the colours of our products accurately. We highly recommend viewing physical samples, where available, prior to confirmation.

3. Scheduling and Installation Date

3.1 Week Commencing: We understand that scheduling is important. While factors like adverse weather or unexpected ground conditions can occasionally affect our timeline, we aim to keep you informed. Upon receipt of your deposit we will assign a "Week Commencing" date for your installation.

3.2 Confirmation: As your start date approaches, we will provide you with a more precise approximate arrival day for our installation team.

3.3 Customer Availability: Should you have specific scheduling needs due to personal commitments, please discuss them with us as early as possible, and we will make every effort to fit your requirements into our operational plan.

3.4 Reserved Rights: We reserve the right to amend installation dates, and do not accept any liability that a change in date may create. In the event of delay, the customer has a right to a full refund of their deposit should they no longer want the Company to carry out the works.

4. Deposits, Payment, and Ownership

4.1 Deposit Policy: To secure your installation date and materials, an initial deposit is required. Your initial deposit is completely non-refundable, except where explicitly stated within our formal cancellation policy.

4.2 Final Payment: We will issue you with an invoice for the final payment once the works are complete. The invoice must be settled in full within **48 hours** of it being sent.



4.3 Delays in Payment: Any delays in settling the final invoice must be agreed upon by Artificial Grass Yorkshire in advance and in writing.

4.4 Late Payment Penalties: If the final balance is not cleared within 48 hours and no written extension has been agreed, the Company reserves the right to charge statutory interest at a rate of 8% above the Bank of England base rate per annum, calculated daily, from the due date until the invoice is settled in full. The Customer will also be liable for any legal or third-party debt recovery costs incurred.

4.5 Property Ownership (Retention of Title): All products used on your project, including all installed materials and artificial grass, remain the absolute property of Artificial Grass Yorkshire until the project has been paid for in full. We reserve the right to reclaim unpaid materials.

4.6 Completion and Snagging: For the purpose of clarity, the works will be deemed as completed at the point at which Artificial Grass Yorkshire issues the full and final invoice. On occasion, there may be minor snagging works required; however, this does **not** grant the Customer the right to withhold payment in full. Any minor, agreed-upon snagging will be rectified promptly, but the final invoice must still be settled within the 48-hour timeframe.

4.7 Right of Removal: Should full payment not be made within the contracted timeframe, Artificial Grass Yorkshire reserves the right to enter the premises and remove materials from the completed project. The Customer will be held strictly liable for all costs incurred by the Company in removing these materials. Furthermore, the Customer remains liable for the original outstanding balance (less the salvage value of any recovered, reusable materials), plus all associated removal, legal, and debt recovery costs.

5. Winter Installations and Settlement

5.1 Temperature Effects: Please note that winter installations often show temporary ripples as the cold stiffens the backing of the artificial grass. These will naturally flatten out once the spring sun warms and softens the material. This settling process can also apply to the visibility of the joints.

5.2 Installation Guarantee: Visible joints that have significant gaps or where the fibres are glued/stuck together are usually installation errors that ambient heat will not fix, and therefore we reserve the right to rejoin the existing laid turf.

5.3 Guidance: Please review our blog on our website for comprehensive guidance on artificial grass, including essential "Do's and Don'ts" for aftercare.

6. Warranty and Maintenance

6.1 Warranty Condition: Your installation is covered by a 10-year artificial grass warranty. To maintain the validity of this 10-year warranty, an annual maintenance service must be carried out exclusively by Artificial Grass Yorkshire.

6.2 Your responsibility: Artificial Grass is Low maintenance not no maintenance. To maintain your warranty you must follow the lawn care guide located on www.artificialgrassyorkshire.co.uk. Failure to do so may invalidate your warranty.

7. Governing Law

7.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of England, and any disputes will be subject to the exclusive jurisdiction of the English courts.