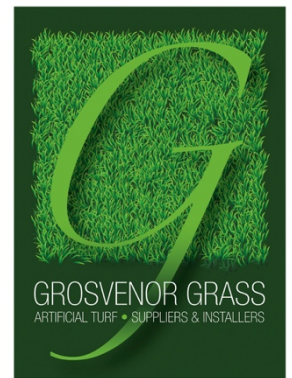


TERMS AND CONDITIONS OF BUSINESS



1. PAYMENT

1.1 A 50% deposit is required on ordering. The final balance will be required after all goods and services have been delivered/completed.

1.2 Payment methods accepted

We accept cheques, BACS, cash, debit and credit cards. Feel free to call us on 01493 604070 or 01603 920404 during the standard working hours to arrange payment by telephone. Alternatively, you can pay directly in the showroom. Grosvenor grass is not responsible for any additional surcharges on credit card payments that may occur. Grosvenor Grass do not sell any personal information onto any third party companies.

1.3 Payment date

Payment date is the date when we receive your funds. If you pay by cheque, payment date is the date when the cheque clears.

1.4 Confirmation

Upon receipt of your orders Grosvenor Grass will issue a written order confirmation by e-mail or post, usually in a form of invoice or a receipt for the payment.

1.5 Unpaid orders

If Grosvenor Grass do not receive the final balance Grosvenor Grass reserve the right to enter the customers premises to retrieve the goods even if they have been laid. If a customer fails to pay for goods or stops payment, Grosvenor Grass has the right to claim legal fees and any other costs as a result of the customer's failure to pay.

2. Quotations

2.1 Validity of the quote

Grosvenor Grass will submit a written quotation for any goods/or services requested by the client. All quotations issued are subject to acceptance within 60 days, therefore validity of all quotations is 60 (calendar) days from the date written on the quotation. Grosvenor Grass reserves the right to withdraw a quotation at any time before it has been accepted by the company.

2.2 Verbal quotations for stock availability are correct at the time given by Grosvenor Grass, but unless confirmation of an order by the customer is given immediately the company cannot guarantee stock availability.

2.3 Quotations are only valid in writing and issued by authorised personal, or in the form of an official pro-forma invoice.

2.4 Itemised quotations

All individual prices in itemised quotation are offered for the whole project, as described in the quotation. Grosvenor Grass cannot guarantee the individual prices if any item or service is ordered separate, excluded of the requirements or replaced with alternative.

3. Prices

3.1 VAT

All prices and offers are correct at the time of going to print, but are subject to change and availability. VAT will be charged on all prices at the rate of 20%.

3.2 Invoices

Goods will be invoiced at the prices current at the time of order. Invoices that are incorrect must be returned immediately.

3.3 Price changes

All prices are based on current stock and availability. The company cannot be held responsible for errors that may occur. If Grosvenor Grass discover any errors in the price of goods before we accept your order, we will notify you as soon as possible and give you the option to resubmit your order at the correct price or cancel the order.

4. Warranty

4.1 Manufacturer's warranty covers artificial grass products for a minimum of 36 months from the date of invoice which covers UV Rays. We will replace goods not found to conform to warranty. The seller takes steps where deemed necessary to bring the goods into a state where the item is free from such defects, providing the alleged fault is not the result of accidental or wilful damage or normal wear and tear.

4.2 Installation warranty

Grosvenor Grass is so confident that you will be delighted with the quality of its workmanship that Grosvenor Grass provides you with the following workmanship warranty, subject to the terms and conditions stated in this warranty. For artificial grass, if within 1 year of the completion of the work, the workmanship of the installation fails to conform to our installation quality specifications.

Grosvenor Grass will, at its election, repair or replace the products at its own expense.

4.3 Terms and conditions of warranty

Claims must be submitted promptly after discovery. If after inspection, a valid claim exists, Grosvenor Grass will repair, re-install or replace. Grosvenor Grass may substitute product if originally installed product is not available. Replacement of product does not renew the warranty period. This warranty does not cover any damage caused by occurrences beyond the control of Grosvenor Grass. This warranty does not cover any damage caused by insects or animals.

5. Skip companies

Grosvenor Grass use reputable, local skip companies to provide the full service required to complete customer's installations. However these companies are a third party and due to circumstances beyond our control we cannot guarantee their delivery/collection service.

Grosvenor Grass will however act in accordance with the customer's best interest to liaise and deal with any issues with regards to the skips. Any damage caused by the skip company during delivery/collection Grosvenor Grass are not liable, claims will lie solely with the instructed skip company. Concerns or issues regarding skips please address at time of ordering as we are more than happy if you wish arrange for your own garden waste disposal.

6. Customer support & service

Apart from providing excellent quality products at the best possible price, our company is completely dedicated to exceeding customer expectations. If you have any suggestions, comments or any cause for complaint please contact us. The company keep the right to amend the terms and condition, without notice. Please visit our website regularly in order to keep yourself up to date.