Grand Oaks Supply Company

Terms and Conditions – Artificial Turf

1. Returns and Delivery Concerns

We do not accept returns because a customer changes their mind, including on custom-cut turf. Incorrect orders, delivery damage, and manufacturing-defect claims are handled separately under the provisions below.

Please inspect your order upon receipt and report visible damage, shortages, or incorrect products as soon as possible, preferably within 15 days of delivery or pickup. This reporting request does not eliminate rights concerning defects discovered later.

2. Warranty Claims and Investigation

Artificial turf may qualify for coverage under the applicable Global Syn-Turf limited manufacturer warranty. Coverage, duration, exclusions, and available remedies depend on the product and its intended application.

All claims submitted through Grand Oaks Supply Company are subject to investigation. Customers must provide proof of purchase, photographs, and a description of the concern. Additional photographs, video, inspection, or consultation with the delivery provider and manufacturer may be necessary to determine the cause and extent of the problem.

Submitting a claim does not guarantee approval, a refund, or replacement. Obtain return instructions before shipping or transporting material back.

3. Warranty Processing, Labor, Collection, and Transportation

Warranty Claim Approval and Processing

Once a warranty claim has been investigated and approved, Grand Oaks Supply Company will issue a warranty claim quote outlining the applicable costs associated with processing the approved warranty exchange.

Where permitted by applicable law and the manufacturer's warranty, warranty exchange services are a required part of the warranty fulfillment process administered through Grand Oaks Supply Company and are not treated as separately requested optional services.

Warranty Processing and Handling Fees

A combined warranty processing, labor, and handling fee ranging from $100 to $500 may apply to an approved warranty exchange.

The exact charge will depend on factors including:

- Quantity and overall size of the affected materials.
- Labor required for collection, loading, and handling.
- Material preparation and transportation requirements.
- Complexity of coordinating the warranty exchange.
- Other circumstances affecting the cost of processing the approved claim.

Material Collection and Transportation

If the customer requires Grand Oaks Supply Company to collect the affected turf, additional transportation charges may apply.

Collection and transportation charges are calculated separately from the $100–$500 warranty processing and handling fee when applicable.

Transportation charges will be based on the delivery pricing policies established in the General Terms and Conditions, including the standard rate of $200 per 15 miles, where applicable.

Additional fees may apply for difficult access, special equipment requirements, multiple loads, or third-party hauling arrangements.

Customers are responsible for preparing the affected materials for collection unless other arrangements have been approved.

Warranty Claim Quote

Following approval of a warranty claim, Grand Oaks Supply Company will provide a detailed warranty claim quote identifying the applicable processing, labor, collection, transportation, and other authorized charges.

Any applicable taxes will be calculated according to relevant tax laws.

The customer will be informed of the total applicable charges and must approve the warranty claim quote before chargeable work begins.

Warranty Coverage and Customer Protections

No fee will be charged solely for submitting a warranty claim.

Warranty processing, handling, and transportation charges will only apply where permitted by applicable law and the manufacturer's warranty.

Nothing in these terms limits any warranty remedy or service that must legally be provided without charge.

4. Artificial Turf Core Charges

Artificial turf products may be supplied with a plastic core used to support and secure the turf during storage, handling, and transportation.

A charge of $10 per core will apply to artificial turf orders supplied with these cores.

Customers may retain, dispose of, or return the cores at their discretion.

Core returns are optional and are not required as part of the purchase.

A designated core drop-off location is available and will be provided to customers upon request.

The $10 core charge is a product-related charge and is not a refundable deposit. Returning a core does not automatically entitle the customer to a refund or credit.

5. Manufacturer Documents

The applicable manufacturer warranty documents are available in the website's Documents & Downloads section.