
Jo Val Oy 26.6.2023

Delivery Terms

Products are delivered from our factory in Turku, Finland. It is also possible to pick up the products when agreed in advance.

Rolls, that are not full rolls, may be delivered in two pieces.

Cutting and packing costs of 35 EUR will be added to each order.

Freight costs will be added to the price.

The customer is responsible for unloading the goods from the truck at the delivery site. If needed, prepare to unload the goods with a forklift.

If unloading services by the carrier are needed, extra costs for this will be added to the price.

Force majeure: The seller is not responsible for delays caused by force majeure.

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Artificial Grass Warranty

If the artificial grass surface manufactured and supplied proves to be defective in materials or workmanship, resulting in premature wear during normal use of the product, within two (2) years from the date of delivery, or suffer significant fading, breakdown or degradation due to exposure to natural ultraviolet rays in normal climate in Finland within five (5) year period, supplier will, at its sole option either: 1) repair or replace the affected area without charge to the purchaser, or 2) issue a compensation equal to the cost of the artificial grass material only*.

*Amount of compensation:

Defects occurred in the 1. year: 100%

Defects occurred in the 2. year: 80%

Defects occurred in the 3. year: 60%

Defects occurred in the 4. year: 40%

Defects occurred in the 5. year: 20%

The warranty does not cover wear of the grass due to heavy use of the grass or wearing due to improper site conditions or improper installation of the grass. Accidents, vandalism, chemical substances, cigarettes, floods, fire, misuse, using the artificial turf to other than its intended use and other similar acts affecting the artificial grass are discluded from this warranty.

The supplier must be informed as soon as possible after defects have been noticed.