



PURCHASE GREEN RETURN POLICY

Purchase Green merchandise can be returned within 30 days of purchase with a valid sales receipt and proof of payment. To be eligible for return the following conditions must be met:

1. For Artificial Grass orders:

IT IS CRITICAL YOU UNROLL AND THOROUGHLY INSPECT ALL ARTIFICIAL GRASS PRODUCTS PRIOR TO CUTTING AND INSTALLATION. IF YOU ATTEMPT TO INSTALL THE ARTIFICIAL GRASS AND/OR CUT YOUR ARTIFICIAL GRASS PRODUCT YOU ARE IMPLICITLY ACCEPTING THE PRODUCT – ITS COLOR(S), YARN CHARACTERISTICS, ETC. THIS IS DISTINCT FROM A WARRANTY CLAIM – terms and conditions of which are covered in our Warranty and are available for download from each artificial grass product page on our website.

(www.purchasegreen.com)

2. All other products must be returned in their original, uncut, unopened and unused condition. It cannot have been altered or installed in any way.
3. Returns can only be made by the original purchaser of the materials.
4. Products must be returned to the same store where the purchase was made.
5. If the purchase was made on a credit card the original credit card must be presented at the time of the return.

Return Policy Exceptions:

- Any artificial grass orders cut by the customer or their installer are not returnable
- Custom cut artificial grass returns or cancellations are subject to a 20% restocking fee plus all applicable shipping cost.
- All products other than artificial grass shipped by Purchase Green or by common carrier are subject to 15% restocking fee plus all applicable shipping costs.
- Labor, delivery and/or installation services are not refundable.
- No restocking fee will be charged on will-called products except for custom cut rolls of artificial grass.

Return Policy Payment:

- Refunds will be issued in the same manner as original payment was made.
- Original shipping charges will be deducted from the refund.
- Applicable restocking fees will be deducted from the refund.
- Refunds will be processed within 5 -10 business days.