



Online Shop – Terms & Conditions

All orders placed through the Easigrass online shop are subject to product availability and acceptance by Easigrass. Before an order has been placed, the customer is responsible for checking that all details are correct, including product selection, quantities, measurements, delivery address, and contact details.

Artificial grass is cut to the measurements provided (nearest metre) by the customer at the time of ordering. It is the customer's responsibility to ensure all measurements are accurate before placing an order. As cut-to-size grass is bespoke, it cannot be exchanged, returned, or refunded once ordered.

Where a customer orders additional grass at a later date, Easigrass cannot guarantee that the new order will be from the same production batch as the original order. Slight variations in colour, texture, pile direction, or appearance may occur between batches, even within the same product range. We recommend ordering the full amount required in one order, allowing for wastage, joins, cuts, and installation requirements.

Products sold as a complete unit, including boxes, sets, bundles, multi-packs, or full packs, cannot be split for return or partial refund. Single items may be considered for return where they are unused, unopened, undamaged, and in their original packaging. Any return must be approved by Easigrass before the item is sent back. Approved returns will be inspected on receipt, and refunds will only be processed once the item has been confirmed as being in a resaleable condition.

Delivery times are estimates only and may vary depending on stock availability, courier schedules, access restrictions, and seasonal demand. Easigrass will make reasonable efforts to deliver within the estimated timeframe, but we cannot be held responsible for delays outside of our control.

The customer must ensure that the delivery address is accurate and accessible. For larger items, artificial grass rolls, or pallet deliveries, the customer is responsible for ensuring there is suitable access for delivery vehicles and space to receive the goods. Delivery is typically kerbside unless otherwise agreed in writing.



easigrass.com
hello@easigrass.com



0208 843 4180

easigrass Distribution Centre
Bagshot Road
Chobham, GU24 8DB

Follow us   

easigrass Head Office
117 Lower Richmond Road
Putney, London, SW15 1EX

VAT Number : 288 66 58 31



Customers should inspect all goods upon delivery and notify Easigrass of any damage, shortage, or incorrect item within 48 hours. Any issue must be reported before the product is cut, fitted, used, or altered. Easigrass may request photos or further information to help resolve the matter.

Once goods have been installed, cut, used, opened, or altered in any way, Easigrass may be unable to accept a return unless the product is confirmed to be faulty. This does not affect the customer's statutory rights.

Easigrass is not responsible for incorrect measurements, unsuitable product selection, installation errors, or changes of mind once bespoke or cut-to-size products have been supplied. Customers are encouraged to request samples before ordering where colour, texture, pile height, or product suitability is important.

These online shop terms apply in addition to our standard Easigrass Terms & Conditions. For the full set of Easigrass Terms & Conditions, please visit the main Easigrass website at www.easigrass.com.



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