

# Eternal Lawns

## Cancellation Policy



At Eternal Lawns, we understand that circumstances may arise that necessitate the cancellation of your artificial grass installation. To ensure transparency and clarity, we have developed the following cancellation policy:

1. Cancellation Period: Customers may cancel their order for artificial grass installation within **7** days of the scheduled installation date without incurring any cancellation fees.
2. Cancellation Fees: a. Cancellations made **7** days or more before the scheduled installation date will not incur any cancellation fees. b. Cancellations made between **7** days and **3** days before the scheduled installation date may be subject to a cancellation fee of **20%** of the total project cost. c. Cancellations made within **2** days of the scheduled installation date may be subject to a cancellation fee of **50%** of the total project cost.
3. How to Cancel: To cancel your artificial grass installation order, please notify us as soon as possible via email or telephone. Be sure to provide your order details, including your name, contact information, and address.
4. Refund Policy: Upon cancellation, any payments made towards the artificial grass installation project will be refunded according to the following guidelines: a. If cancellation occurs within the allowable cancellation period and no cancellation fees apply, a full refund will be issued within **10** business days. b. If cancellation fees apply, the refund amount will be adjusted accordingly and refunded within **10** business days after deducting the applicable fees.
5. Exceptions: Certain circumstances, such as extreme weather conditions or unforeseen events, may warrant exceptions to this cancellation policy. In such cases, we will work closely with you to find a suitable resolution.
6. Additionally; Eternal Lawns Ltd, sells products on a supply-only basis. In the event that an order is cancelled, the following will apply: a. Any products ordered specifically for the customer where we are unable to cancel the products from our supply chain partners will be charged at 100%. b. In terms of artificial grass, if we cut the size ordered, if the order is canceled, you will be charged 100% of the material costs.

Please review this cancellation policy carefully before placing your order. By proceeding with the installation of artificial grass by Eternal Lawns, you acknowledge that you have read, understood, and agreed to the terms outlined herein.

If you have any questions or require further clarification regarding our cancellation policy, please do not hesitate to contact us.

Thank you for choosing Eternal Lawns for your artificial grass needs!