

Turftops Customer Policies

Customer care policy

We greatly value our customers at Turftops. We have provided the following to help to alleviate any concerns which you may have when making purchases from Turftops. We guarantee our products for 10 years from UV deterioration and free from product defect for a year.

Return policy

It's simple if you are not happy with your product then we are not happy. You will receive a replacement product to the same value or will be refunded your money, once we have received the product you are not happy with. To return a product, please first read through our terms and conditions, and then follow our [returns procedure](#).

Sample request

We want you to see and feel the difference of our simulated grass, so what better way than to request a sample so that you can experience the grass for yourselves. Please request a sample via this website or alternatively you can telephone 01335 310367.

Delivery policy

Our delivery policy describes when you should expect to receive your orders and how orders are delivered.

Turftops and our environment

We at Turftops place the utmost importance on the environment. We believe our products help to protect the environment by reducing carbon emissions by not mowing the lawns weekly, also saving valuable fossil fuels to power lawnmowers. Our products also do not require water so over the life time of the lawn our products save 1000's of litres of water in seasonal dry spells.

Privacy policy

To process your order, we require your personal details including your credit card or debit card information. Our privacy policy explains how we protect and use the information submitted by you in a lawfully and abiding manner in accordance with the Data Protection Act of 1998.



For more information
Tel 01335 310367
Email info@turftops.com
www.turftops.com

Dovedale Innovations
Lower Damgate Farm, Ilam, Ashbourne, Derbyshire DE6 2AD