Thank you for choosing. We stand behind our brand and the quality of the items we sell. Replacement parts or products can be requested with the 1-year warranty period. Proof of purchase must be provided. This includes the date of the purchase as well as photos of the product defect. Photos are used to determine the cause of the defect and to provide future quality control. The request will be reviewed, and replacement pieces will be sent at our discretion.

CERAMIC PLAN

IMPORTANT INFORMATION (!)



Color and texture variations on glazed ceramics is normal. The natural characteristics of clay, ingredients and colourants used when mixing each batch of glaze, as well as the dipping, drying and firing processes lead to variation in color. No two glazed ceramic pieces will be identical. Variations in colors and textures are not a cause for return.

GENERAL USE & CARE



LOCATION: For indoor & outdoor use.

Use a saucer (not included) when using indoors; leaks and/or run-off from planters can damage surfaces.

FILLING & WATERING: Lightweight potting soil is recommended. Take care when watering. Overwatering may lead to surface damage due to leaks and/or run-off. Use a saucer to prevent water damage to surfaces (saucer not included).

MOVING: Always lift the planter when moving it; never drag or slide it as doing so can damage the planter and/or surfaces. Slowly and gently set the planter down to prevent breakage.

EXPOSURE: Over time, sunlight and weather elements may degrade and change the color of this product.

WINTER CARE & STORAGE: During freezing weather, store the planter indoors; prolonged exposure to winter weather as well as sudden temperature changes may cause the ceramic to crack or break.

CLEANING

HAND-WASH ONLY

M DO NOT USE BLEACH



Use a soft, dry cloth to remove loose dirt or debris.

Mix a solution of mild, non-abrasive soap and warm water.

Use a soft sponge or cloth to gently wipe the surface of the pottery. Avoid using abrasive materials or scrub brushes that can scratch or damage the glaze.

For hard-to-reach areas or stubborn stains, use a soft-bristled brush or a toothbrush to very gentle scrub, using circular motions. Be careful not to apply too much pressure as doing so can damage the finish.

Rinse thoroughly with clean water, ensuring all soap residue has been removed.

Gently pat dry with a clean, soft cloth or allow it to air dry naturally.

Any modification to the product or failure to follow recommended care will void the product warranty.

If you experience issues or the product was damaged during shipping, please contact our customer service team through one of the methods mentioned at the top of the page. Please have the item number and order information ready to expedite response time.

WARNING:

Manufacturer and seller expressly disclaim any and all liability from personal injury, property damage or loss, whether direct or indirect, or incidental, resulting from the incorrect attachment, improper use, inadequate maintenance, or neglect of this product.