

Planters & Window Boxes

Warranty Information

Warranty Coverage

- Any defects in the material and/or workmanship.
- Replacement of defective parts or components.

Warranty Duration

- All molded products are covered by either a 15-year residential warranty or 5-year commercial warranty.
- All hardware related items are covered by a 2-year limited warranty.
- Wooden parts are covered by a 5-year limited warranty.
- Valencia 8in Planter (Tabletop and Wall Mount) is covered by 2-year limited warranty.
- Caprio Hanging Planter is covered by 2-year limited warranty.
- Horizon Planter and Window Box Collection is covered by 10-year limited warranty.

Claim Eligibility

- Only the original purchasing owner can make a claim. Proof of purchase must be provided.
- This warranty is nontransferable.

Claim Resolution

- All claims must be submitted in writing within 30 days of discovery of the claimed defect. Any shipping damages need to be reported within 30 days of receiving the item.
- The purchaser will be asked to submit a brief description of the defect along with photos.
- Claims can be submitted to 7024 Kilbourne Rd, Unit A, London ON, N6P 1K6.

Exclusions

- Damage caused by failure to comply with installation guidelines, by faulty installation, improper application, or in violation of codes or restrictions.
- Damage attributable to fire, violent storms, earthquake, ground movement or any other casualties; or to exposure of atmospheric pollutants or conditions other than natural weathering processes.
- Damage or discoloration due to misuse, abuse, improper storage, impact of objects, or to the alteration of the product by applied heat or welding, by contact with solvents, epoxies, paints, chemicals or other substances; or by other physical or material alterations.
- Damage caused by animals and/or wildlife.
- Natural fading that occurs over time due to normal weathering.
- Any materials not manufactured or supplied by us.
- Cost of installation, removal, labor, freight, and similar related costs.
- Any incidental or consequential damages.

Considerations

- The manufacturer of this product does not recommend or approve this product for all possible end use applications. Your local Code Authority should be consulted regarding its safety and applicability for intended usage.
- This warranty provides you specific and legal rights, and you may also have other rights which may vary from state to state, or province to province.
- The products are manufactured using rotational molding techniques, which can result in minor imperfections due to the nature of the process. These imperfections may include surface variations, slight color discrepancies, or other cosmetic irregularities. In our commitment to environmental sustainability, we strive to minimize waste and reduce our ecological footprint. As part of this effort, we encourage customers to appreciate the functional integrity of our rotomolded products even when minor imperfections are present.

The warranty statements contained in this limited warranty set forth the only express warranties extended by us for its products. The provisions of this warranty shall constitute the entire liability of us and the property owners' exclusive remedy for breach of the warranty. The disclaims any implied warranty or merchantability or fitness for any purpose. Wooden parts are covered by a 5-year limited warranty.