

Aluminium Planter Warranty

1. Warranty Coverage

We warrant that our aluminium planters are free from defects in materials and workmanship under normal use for a period of **10 years** from the date of purchase. This includes the structural integrity of the planter and the performance of the powder-coated finish, in line with our supplier's 10-year coating warranty.

2. Powder Coating Finish

The powder-coated finish is warranted for **10 years** against:

- Peeling or flaking
- Excessive fading or discoloration (beyond normal weathering)
- Corrosion resulting from coating failure

This warranty applies provided the product is installed, used, and maintained in accordance with the guidelines below.

3. Customer Responsibilities (Maintenance Requirements)

To ensure the longevity of the planter and maintain warranty validity, customers are required to carry out the following routine maintenance:

- **Regular Cleaning:**
Clean the planter at least every 3–6 months using warm water and a mild detergent. Rinse thoroughly with clean water to remove any residue.
- **Removal of Contaminants:**
Promptly remove dirt, bird droppings, salts, fertilizers, and other potentially corrosive substances, especially in coastal or high-pollution environments.
- **Avoid Abrasive Materials:**
Do not use abrasive cleaners, scouring pads, or harsh chemicals that may damage the powder-coated surface.
- **Drainage Maintenance:**
Ensure drainage holes remain clear to prevent standing water, which may accelerate wear or cause staining.
- **Inspection:**
Periodically inspect the planter for chips, scratches, or damage to the coating. Minor damage should be touched up promptly using an appropriate touch-up product.
- **Positioning Considerations:**
Avoid prolonged contact with other metals or surfaces that may cause galvanic corrosion.

4. Exclusions

This warranty does not cover:

- Damage caused by improper installation, misuse, or neglect
- Normal wear and tear, including minor fading or surface aging
- Damage from impacts, accidents, or extreme environmental conditions
- Alterations or repairs carried out without authorization
- Failure to follow the recommended maintenance guidelines

5. Claims Process

To make a warranty claim, please provide:

- Proof of purchase
- Photographic evidence of the issue
- Description of the defect

Upon verification, we will, at our discretion, repair, refinish, or replace the affected product or component.

6. Limitation of Liability

Our liability under this warranty is limited to the repair or replacement of the defective product. We are not responsible for any indirect or consequential losses.