

Our Warranty

One Year Limited Warranty

Planters Unlimited and Artificial Plants Unlimited components (the “Planters Unlimited and/or Artificial Plants Unlimited Products”) are warranted by the manufacturer, Carlsbad Manufacturing, per terms and conditions set out below, to be free from defects in material and workmanship that (i) occur as a direct result of the manufacturing process, (ii) occur under normal use and service, (iii) occur during the warranty period, and (iv) result in blistering, peeling, flaking, cracking, splitting, cupping, rotting, or structural defects from termites or fungal decay.

Notification

It is a condition of this warranty that should your Planters Unlimited or Artificial Plants Unlimited Products show defects at any point, Purchaser/Property owner will notify Planters Unlimited or Artificial Plants Unlimited in writing within 30 days after discovering the claimed defect and before beginning any repair or alteration to the Planters Unlimited or Artificial Plants Unlimited Products. The notice must include a detailed description of the claimed defect, photograph(s) of the defect, and proof of purchase. It is a further condition of this Warranty that the Manufacturer will, within a reasonable period of its receipt of such notice, be permitted to inspect the claimed defect. If, after inspection, the Manufacturer determines that the claim is in accordance with the terms of this One-Year Limited Warranty, the Manufacturer will repair or replace the defective material or will refund the original purchase price of the defective material. The choice of remedy is in the Manufacturer's sole discretion. The Manufacturer will not be liable for labor and/or removal costs connected with the claim. Replacement product will be provided as close to the original color as possible, although it is not guaranteed to match completely. In the event of repair or replacement, the original warranty shall apply to the repaired or replaced portion of the Planters Unlimited or Artificial Plants Unlimited Products and will extend for the balance of the warranty period in effect at the time the material proved defective.

When shipping Planters Unlimited or Artificial Plants Unlimited Products for repair or replacement, the original purchaser is responsible for appropriate protective packaging of the product for freight pickup and transit. Replaced or repaired items will be shipped back to the original purchaser at no charge.

Limitations

This One-Year Limited Warranty is void if any of the following occurs:

- (a) improper installation and/or failure to abide by the Manufacturer's installation guidelines
- (b) movement, settling, distortion, or collapse of the ground or supporting structure on which Planters Unlimited or Artificial Plants Unlimited Products are installed
- (c) naturally occurring casualties including impact of objects, earthquakes, tornadoes, hurricanes, lightning, flooding, or acts of God
- (d) improper handling or storage, neglect or misuse of the Planters Unlimited or Artificial Plants Unlimited Products either by the Purchaser or third parties
- (e) improper application of paint or other surface chemicals not recommended by the Manufacturer in writing
- (f) adverse effects of air pollution
- (g) normal weathering of surfaces.

Other Conditions

Local Code Authority should be consulted before the installation of structures with specific loadbearing capacities and for other zoning requirements. THE WARRANTY STATEMENTS CONTAINED IN THIS ONE-YEAR LIMITED WARRANTY SET FORTH THE ONLY WARRANTIES EXTENDED BY PLANTERS UNLIMITED AND ARTIFICIAL PLANTS UNLIMITED, AND ARE IN LIEU OF ALL OTHER CONDITIONS AND WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF PLANTERS UNLIMITED AND ARTIFICIAL PLANTS UNLIMITED AND THE PURCHASER'S/PROPERTY OWNER'S EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. IN PARTICULAR, IN NO EVENT SHALL PLANTERS UNLIMITED OR ARTIFICIAL PLANTS UNLIMITED BE LIABLE TO THE PURCHASER/PROPERTY OWNER FOR SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM THE USE OF THE PLANTERS UNLIMITED OR ARTIFICIAL PLANTS UNLIMITED PRODUCT OR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. The laws of some states and provinces do not allow the exclusion, limitation, or variation of certain conditions or warranties implied by legislation so the above limitations or exclusions may not apply to you. This One-Year Limited Warranty gives you specific legal rights and you may also have other rights that vary from state to state and province to province.

Installation & Care

- Handle planters with care and avoid standing or stepping on them. Planters are much more durable when filled with soil than when empty.
- Continuous base support is recommended.
- Install planters on level ground unless specified to accommodate a slope.
- Painted fiberglass items can be cleaned by spraying them off with a standard pressure garden hose. For accumulated grime, wipe clean with a microfiber rag and a neutral PH soap. Contact Planters Unlimited if the planter will not come clean using the methods listed. · Touch-up kits are available in the event of scratches/minor damage.