



## **ONE (1) YEAR WARRANTY**

STANDARD ONE YEAR MANUFACTURER WARRANTY: The manufacturer warrants the products listed below to be free from defects in workmanship and materials, under normal residential use and conditions, for a period of one (1) year, beginning from the date of purchase.

The warranty is void if the product is improperly used, alteration, modification or product has been used in a manner contrary to the product's actual usage.

The following is a list of things cover under warranty:

- Patio Planters
- Sandbox Covers, Liners & Telescoping Poles
- Veggie Wall
- Animal Barrier
- Cold-Frame Greenhouse
- Butterfly Garden Kit – Greenhouse roof & frame

The **One (1) Warranty** is collectively referred to herein as the “**FramelAll Warranties**”.

**The period of warranty begins on the date of purchase and doesn't "reset/refresh" upon receipt of a warranty repaired/replaced item.**

### **LIMITED TO THE UNITED STATES ONLY**

The **FramelAll Warranties** are valid and applies to products sold in the United States only. **No warranty is offered for products sold outside of the United States.**

**FramelAll Warranties** does not apply to products purchased from unauthorized sources that are not subject to FramelAll quality controls. Many resellers who sell through Amazon, eBay, social media platforms or other online sites are not authorized retailers or resellers of FramelAll products.

Second-hand items, including those purchased from websites such as Amazon, eBay or Craigslist **are not** covered by the FramelAll Warranty Policy.

## WHAT THE WARRANTY COVERS

**FrameltAll Warranties** covers planters, sandbox covers & liners, telescoping poles, Veggie Wall, Animal Barriers and Cold-Frame Greenhouse against defects in material and workmanship, which occur during normal use when the product has been properly installed and maintained. Shipping fees are to be paid for by the customer.

## WARRANTY LIMITATIONS

**FrameltAll Warranties** does not include the cost of removal or disposal of the defective part(s) or the cost of installation of the replacement part(s).

**FrameltAll Warranties** does not cover any defects due to improper assembly or installation, misuse (such as drilling holes or otherwise), abuse, acts of God, malicious destruction, insect infestation or damage caused by pests or animals, or any other cause other than failure of the structural integrity of the product occurring with normal usage.

**FrameltAll Warranties** does not warrant against damage caused by using the product outside its intended use, unauthorized modification or alteration.

**FrameltAll Warranties** does not warrant against damage caused by disassembling, moving, relocate, reposition from their original place of installation.

**FrameltAll Warranties** does not warrant against, sun bleaching, warping, surface blemishes or mold or fungus growing on the product parts. Though most weather events will not harm the products, being struck by lightning would not be covered.

## HOW TO MAKE CLAIMS

To make a claim under the terms of **FrameltAll Warranties**, the purchaser must email to FrameltAll proof of purchase showing the date of purchase and descriptions of the defective part(s) purchased, together with photographs of the defective part(s). Claims can be sent to: [support@frameitall.com](mailto:support@frameitall.com)

If FrameltAll determines that any part(s) of a product sold by FrameltAll failed to comply with this warranty, Frameltall will, within sixty (60) to ninety (90) days from the date of your claim, and upon receipt of the proper documentation, make arrangements to replace the parts with the new ones.

### **Please Note:**

ALL associated COSTS in relation to the transport of the replacement product are at the expense of the customer, as this is a product warranty only. Promotions, discounts and FREE shipping are not part of any warranty claim.