

WARRANTY

5 YEAR LIMITED WARRANTY

Verification of the warranty period and conditions requires a copy of the receipt or invoice as well of photos of the products / return of the product for verification. Without these, the warranty does not apply.

Designer Plants UV Commercial Grade range is warranted against manufacturer defects, such as faults, or products that are unusable. We will rectify any such products promptly.

UV Warranty

Only items that have been advertised as coming with a 5-year warranty will be covered by this warranty. Indoor plants or non-commercial grade UV products are not covered by this warranty in any manner.

Where a period of 5 years has been indicated the warranty covers excessive color discolorations, cracking, or failure in the following ways:

- The product color does not resemble the color it should (minor changes over time, such as loss of shine or vividness can be expected of all plastics).
- Cracking of the product (where a small section of the product is damaged, the small section shall be replaced).
- failure of the product making it unusable

Exclusions

- The warranty is between us and you (no one else). If the item is sold, transferred, hired or installed and then removed and installed again the warranty will not apply (non-transferable).
- This agreement constitutes the full agreement. No other agreements written or implied will be covered by our warranty.
- The warranty and liability of Designer Plants USA extends only to the extent set out, and will not be responsible for any labor costs, building material costs, or any other costs associated with replacing, repairing or returning the product. We will not be liable or accept liability for delays to project timelines, or damages due to the reliance or existence of this warranty.

You must make the claim within 7 days of becoming aware of the issue, and the item is not to be returned without us authorizing such return.

- If you have used the product in a manner it is not intended to be used the warranty will not apply.
- The warranty will be void if you: damage the product in any way, or if another person, animal, or mechanical device damages the product.
- The warranty will be void if the following have caused or contributed to damage: Storms, natural disasters, fire, vandalism, acts of god, vegetation growing through or on the product, or any other similar factor.
- The warranty will be void if you incorrectly install the product and do not use recommended installation equipment, or attach the product in a manner that we do not suggest
- The warranty will be void if heat or flame is applied to the product such as through an open fire, external heat source, glass that may act as a magnifier, etc.

Further Terms

- Designer Plants may elect to replace the product, refund, or repair the product at its sole discretion.
- Designer Plants may issue a pro-rated credit/replacement where the product has been used for an extended period of time to the same % of the warranty period.

DATE OF PURCHASE

NAME OF PURCHASER



DESIGNER PLANTS
BRINGING YOUR SPACE TO LIFE