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TINTORI CASTINGS: FIBERGLASS PLANTERS TWENTY-YEAR LIMITED WARRANTY

Thank you for your purchase of Tintori Castings products. We stand by our products, and are pleased to offer this exclusive twenty-year limited warranty on our fiberglass planters as follows: Tintori Castings will repair or replace any planter that we reasonably determine contains a defect in material or workmanship for a period of twenty (20) years from the date the planter is delivered to the client or picked up from our workshop by the client. This warranty does not cover normal wear and tear as described under "Product Expectations" below. It additionally does not cover: damage resulting from impacts, drops, or other accidental damage that occurs after a planter is in the possession of the client (More under "Shipping" below); attempting to move the planter with material inside; improper installation; improper maintenance including failure to maintain proper water irrigation flow, internal drainage, or external drainage; installing plantings whose size, root systems or other characteristics make them inappropriate for the planter, including future growth plan; or Acts of God. Any painting, staining, or otherwise modifying the surface or internal support structure of our fiberglass planters may damage them and will void this warranty.

Product Expectations: There are some conditions that are natural adaptations of the planter to its new environment. It is normal for there to be slight variations in the color or surface of the fiberglass planter over time as it is exposed to the elements. Because there is stone in the resin mix, it has a natural aging process like stone. Additionally, once the planter has been filled with soil, there may be some give as the weight of the planter soil helps it settle into its proper shape. Fiberglass has a zero tolerance to movement, so moving the planters especially after planting may cause changes to the planter surface. There might be small cosmetic surface separation as the planter settles. Proper irrigation is essential to the health of both plants and planters, and regular maintenance is imperative to make sure the water flow is not blocked.

Shipping: Tintori Castings makes every effort to determine the best way to protect our planters until they are in the client's possession. We will insure the arrival of your product in excellent condition. Once they are approved and accepted at drop off, both parties assume that Tintori Castings has fulfilled its responsibility for producing and delivering quality planters as agreed. However, if the product is picked up by the client at our workshop, the client is responsible for the condition of the product from that point on. Tintori Castings is not responsible for any transport damages once they have been picked up by the client.

Tintori Castings Service Level Agreement:

This warranty is limited to repair or replacement of the defective parts of the warranted product. It expressly excludes any incidental or consequential damages, including but not limited to damage to plant installations. Tintori Castings will not acquire any shipping or packaging fees for returns. Tintori Castings expressly disclaims any implied warranties, including but not limited to any implied warranty of merchantability or implied warranty of fitness for particular purpose, to the fullest extent allowed by applicable law.

At Tintori Castings we will do our utmost to respond to customer needs on a prompt and timely basis. For any further inquiries, please contact us at 845-382-9773 or by email at info@tintoricastings.com.