

Certificate of warranty

The Pots Company US provides a five (5) year warranty for the COSAPOTS collection under the following conditions:

Each COSAPOTS planter carries a five (5) year warranty from the date of purchase from The Pots Company US. We warrant to the initial purchaser that our products are made with quality materials and workmanship, are ethically produced and are free of manufacturing defects. The warranty covers manufacturing defects that arise during normal use.

The initial purchaser is the customer who buys directly from The Pots Company US. This is typically a trade buyer, and in some cases the end consumer. Dealers may offer their own warranties to their customers; those warranties are the responsibility of the dealer.

The warranty does not cover defects caused by vandalism, theft, modifications, accidental damage, extreme forces of nature, incorrect use, misuse or abuse. Damage from transport or delivery, and damage from failure to follow the COSAPOTS use and care guide, are also excluded.

Please note that it is the responsibility of the purchaser to ensure that water is able to drain sufficiently from planters used outdoors. This is especially important in regions with freezing temperatures.

Claims. The initial purchaser must email the dated invoice and photos of the damage to info@thepotscompany.us. Without this information, The Pots Company US cannot be held liable for the damage.

The Pots Company US, at its sole discretion, will repair or exchange any COSAPOTS item proving to be of defective materials or workmanship, up to the original purchase price.

Under the warranty, a damaged product is replaced free of charge with an equivalent product from our current range. Because the warranty period is long, the replacement may differ in color, shape and size from the original.

The Pots Company US is not liable for collateral damage, including damage to terraces and floors from water or growing-media runoff, or from exceeding a planter's maximum weight.