

Certificate of warranty

The Pots Company US provides a ten (10) year warranty for the ECOPOTS collection under the following conditions:

Each ECOPOTS planter carries a ten (10) 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, transport damage, falls, extreme forces of nature or abnormal weather, normal fading caused by UV, incorrect use of cleaning chemicals, incorrect use, misuse or abuse. Damage from failure to follow the ECOPOTS use and care guide is also excluded.

For ECOPOTS planters with plugs, the plug must be removed for outdoor use so water can drain from the planter. Once the plug has been removed, the planter is no longer waterproof, and The Pots Company US is not liable for leaks.

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, exchange or give credit for the original purchase price of any ECOPOTS item proving to be of defective materials or workmanship.

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.

Liability is limited to the ECOPOTS product itself. The Pots Company US is not liable for consequential or collateral damage.