

ALUMINUM PLANTER POTS, FRAMES, FUSED BOXES, AND MISC. CUSTOM PRODUCTS

Form and Fiber Inc. offers a 2-year limited warranty on our powder coated finish and a 5-year limited warranty on the aluminum structure itself. Structure warranty is to be free from defects in workmanship and materials under normal use and all warranties are from the date of delivery to your project. All Form and Fiber warranties are provided to the original purchaser and are non-transferable.

THIS WARRANTY DOES NOT COVER THE FOLLOWING:

1. Surface marring caused by failure to remove steel shipping straps and/or protective plastic wrapping in a timely manner. If left on for extended period, including exposure to climatic heat, rain, etc., the surface finish of aluminum products will be greatly affected.
2. Damage incurred from dropping of units during installation, causing chipping or scratching of powder coat finish and/or denting of aluminum units.
3. Damage that occurs as the result of impact, act of vandalism, or natural disaster.
4. Damage caused by improperly lifting/moving of unit, including dragging of units on surface.
5. Damage caused by improperly storing or staging of units prior to install, including but not limited to leaving packaging on, and double stacking units which can also cause warping, denting, and surface finish damage.
6. Damage that occurs as a result of modifications, surface applications such as affixing ID plates, or from other parts/systems integrated into planters, (not manufactured by Form and Fiber), including irrigation and drainage installation, piping systems, and any damages resulting from such systems.
7. Warping caused by use of expansive soil in aluminum products. Light weight planting soil should be used to avoid stress incurred as soils retain moisture and experience freeze/thaw cycles.
8. Damage incurred from drilling/boring into product wall and/or base, including surface finish damage.
9. Surface damage from use of chemical cleaners or abrasive cleaning tools.
10. Aluminum units are not warrantied for carrying the weight of rock, which can warp or distort base of unit. Manufacturer has no control of aggregate specified by designer, size, and weight impact and therefore does not warranty aluminum planter systems that carry in excess of a 2" depth of aggregate at base. Units are load tested for total weight using an average soil weight (not aggregate) therefore, Manufacturer will not warranty load rating beyond the 2" depth of aggregate depth placed under soil profile for drainage.
11. Damage to installed leveling feet, and/or glides caused by excessive loading, excessive leveling height (beyond 2"H leveling), and/or trying to move or level planter while loaded. Damage includes breaking of installed devices, damage to welds compromising installed devices, and/or leaking around devices from impact to weld caused by improperly loading, leveling, and/or movement of unit while loaded.
12. Metal indentions or warping caused by excessive weight placed upon product.
13. Aluminum products used as water features.
14. Aluminum products, specifically with surface coatings, not warrantied for salt air exposure.
15. Interior planters with irrigation/drainage systems installed, other than manual watering.

WARRANTY NOTES

This warranty does not cover claims for items that have been subject to damage that occurs as the result of impact, mishandling, misuse, neglect, accident, act of vandalism, or natural disaster, or that have been modified or altered, or items that have been subject to maintenance practices other than those specified herein.

It is the Project Designer and/or Project Owner's responsibility for proper placement of Aluminum products within the built environment, which includes responsibility for understanding the nature of the product material purchased. Form and Fiber, Inc. is not responsible for any incidental or consequential damages incurred from the Purchaser's and/or Project Owner's lack of product understanding and/or responsibility for installation. In the case that a product is to be replaced due to Manufacturer defect or failure, Form and Fiber, Inc. will replace product according to terms of Warranty specified herein and is not responsible for any incidental or consequential damages incurred by replacement of product, beyond warrantied product itself.



FREIGHT CLAIMS

1. It is the Purchaser's responsibility to review all units shipped at time of delivery and off-loading. Any damage should be reported at that time to the freight carrier. All freight damage claims are handled between Purchaser and Freight Carrier. Form and Fiber will not file claims on the Purchaser's behalf, nor mediate or manage the freight claims process.
2. Photos of damaged products must be taken while the object is still attached to the pallet in order to be considered as valid evidence of mishandling by the freight carrier and Purchaser is required to provide photographs with freight claim for damage.
3. All warranty claims should be handled with a Form and Fiber Representative, directly. Warranty claims will require proper documentation including the original invoice.
4. Upon review of the warranty claim filed by Purchaser, it will be at Form and Fiber's discretion to either fix the existing defective product, replace the existing defective product or offer a refund on the product less any freight, packaging, and up-charge fees.