

Urban Outdoor

THE NEXT GENERATION IN OUTDOOR PRODUCTS



URBAN OUTDOOR WARRANTY – FIBRE CLAY POTS

If a reseller becomes aware of a defect in this product within 12 months of the original date of purchase, Next Generation Products Pty Ltd will repair &/or replace the product or, will refund the purchase price to the reseller.

In the event of a refund to the reseller, goods are to be returned and/or collected with proof of purchase and a credit will then be applied against your account for the price of the pot.

If Next Generation Products have agreed to not have the product/s returned, photos of the damage/defect will need to be emailed through to our office with also a photo of the batch number on the bottom of the pot.

Any expense in claiming this warranty will be made by the reseller.

This warranty does not cover normal wear and tear and/or slight imperfections – please note surface hairline cracks can be normal and are classed as non-structural damage, unless severe may not be deemed as a warrantable claim. Damage caused by alterations, acts of nature, accidents, staining or discolouration also will not be covered in this policy.

Notifications for warranty claims can be made via email to support@nextgenerationproducts.com.au

Please include in your email photos of both the damage/defect and the batch number on the bottom of the pot and date purchased.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Next Generation Products Pty Ltd

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