

Urban Outdoor

THE NEXT GENERATION IN OUTDOOR PRODUCTS



URBAN OUTDOOR WARRANTY – FIBRE CLAY POTS

If a reseller or the customer of 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 reseller for the original purchase price of the goods.

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.

This warranty does not cover normal wear and tear or slight imperfections – please note surface hairline cracks can be normal and are classed as non-structural damage and unless severe may not be deemed as covered by this warranty. This warranty does not cover damage caused by alterations, acts of nature, accidents, staining or discolouration, the incorrect cleaning methods, misuse or negligence.

In the event of a refund to the reseller, goods are to be returned or collected with proof of purchase; the credit will then be applied against the reseller's account.

If Next Generation Products have agreed to not have the product(s) returned, photos of the damage/defect and a photo of the batch number (located on the bottom of the pot) will need to be supplied to our office.

Notifications for warranty claims can be made via email to support@nextgenerationproducts.com.au
Please include in your email the date of purchase, photos of the damage/defect and the batch number.

For the longevity of your Fibre Clay Pots, Next Generation Products Pty Ltd recommends the following:

- The use of a Pot & Ornamental Sealer protects your pot against accidental spills and stains.
- The use of Pot Feet which elevate your pot from the ground providing air flow and preventing water logging around the base of your pot.
- Do not use harsh and corrosive chemicals when cleaning your Fibre Clay Pot.

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