

# Warranty



## LIMITED FIVE (5) YEAR MANUFACTURER WARRANTY (REGISTRATION NOT REQUIRED)

A Limited Five (5) Year Warranty is a warranty against defect in boards, stakes, brackets, and Metal Garden Beds or workmanship under normal use after proper installation. The warranty is void if the product is improperly used, alteration, modification or product has been used in a manner contrary to the product's actual usage. Registration is not required.



## LIMITED LIFETIME WARRANTY POLICY (REGISTRATION REQUIRED)

A Limited Lifetime Warranty is a warranty against defect in boards, stakes, brackets, and Metal Raised Garden Beds or workmanship under normal use after proper installation.

Subject to the following limitations, effective January 1, 2020, Vegherb LLC (FrameltAll) warrants that all boards, stakes, brackets, and Metal Garden Beds sold by FrameltAll will

retain their structural integrity that the intended use is not materially impaired for a duration of years, as described below, beginning from the date of purchase.

The Limited Five (5) Warranty and Limited Lifetime Warranty are collectively referred to herein as the “FrameltAll Warranties”.

#### DURATION OF LIMITED LIFETIME WARRANTY

The duration of the Limited Lifetime Warranty for FrameltAll products, i.e. garden raised beds, edging and playground borders, are as follows: 10 years for all boards, stakes and brackets. The following is a list of things a warranty will not cover:

- Screws
- Caps
- Nubs/Plugs
- Finishing Sleeves

#### LIMITED TO THE UNITED STATES ONLY

The FrameltAll Warranties are valid and applies to products sold in the United States only. No warranty is offered for products sold outside of the United States.

#### “FIRST-OWNER” COVERAGE

To qualify for FrameltAll Warranties, you must be the original purchaser/end-user of the product and must register the product within sixty (60) days of purchase date. The warranty is non-transferrable and are only available to the original end-user of the product.

FrameltAll Warranties does not apply to products purchased from unauthorized sources that are not subject to FrameltAll quality controls. Many resellers who sell through Amazon, eBay, social media platforms or other online sites are not authorized retailers or resellers of FrameltAll products. Second-hand items, including those purchased from websites such as Amazon, eBay or Craigslist are not covered by the FrameltAll Warranty Policy.

You must register on our website for the “Limited Lifetime Warranty” to be in effect.

#### WHAT THE WARRANTY COVERS

FrameltAll Warranties covers boards, stakes and brackets against defects in material and workmanship, which occur during normal use when the product has been properly installed and maintained. Shipping fees are to be paid for by the customer.

#### WARRANTY LIMITATIONS

FrameltAll Warranties does not include the cost of removal or disposal of the defective part(s) or the cost of installation of the replacement part(s).

FrameltAll Warranties does not cover any defects due to improper assembly or installation, misuse (such as drilling holes or otherwise), abuse, acts of God, malicious destruction, insect infestation or damage caused by pests or animals, or any other cause other than failure of the structural integrity of the product occurring with normal usage.

FrameltAll Warranties does not warrant against damage caused by using the product outside its intended use, unauthorized modification or alteration.

FrameltAll Warranties does not warrant against damage caused by disassembling, moving, relocate, reposition from their original place of installation.

FrameltAll Warranties does not warrant against, sun bleaching, warping, surface blemishes or mold or fungus growing on the product parts. Though most weather events will not harm the products, being struck by lightning would not be covered.

## HOW TO MAKE CLAIMS

To make a claim under the terms of FrameltAll Warranties, the purchaser must email to FrameltAll proof of purchase showing the date of purchase and descriptions of the defective part(s) purchased, together with photographs of the defective part(s).

If FrameltAll determines that any part(s) of a product sold by FrameltAll failed to comply with this warranty, Frameltall will, within sixty (60) to ninety (90) days from the date of your claim, and upon receipt of the proper documentation, make arrangements to replace the damaged boards and/or brackets and/or stakes with the new ones.

## REPLACEMENT POLICY

FrameltAll will replace boards, stakes and brackets that fail to comply with this warranty at no cost to the purchaser. Every effort will be made to replace the style and color of the boards, stakes and brackets.

Replacement requests due to damages to the product during shipping must be made with 45 days of receiving the product. Replacement requests made after this time frame will not be eligible for replacement.

Minor cosmetic damages such as chips and scratches on the product are not subject for replacement.

When making a replacement request for items damaged during shipping, please send pictures of all damaged parts and pictures of the damaged package that it came in to [Support@frameitall.com](mailto:Support@frameitall.com) along with the total quantity of items you are requesting a replacement for and your original order number.

FrameltAll reserves the right to replace or exchange defective part(s) of the product with parts of similar quality, grade and composition where an identical part is not available.

Please Note:

ALL associated COSTS in relation to the transport of the replacement product are at the expense of the customer, as this is a product warranty only. Promotions, discounts and FREE shipping are not part of any warranty claim.



**STANDARD ONE YEAR MANUFACTURER WARRANTY (REGISTRATION NOT REQUIRED)**

The manufacturer warrants the products listed below to be free from defects in workmanship and materials, under normal residential use and conditions, for a period of one (1) year, beginning from the date of purchase.

The warranty is void if the product is improperly used, alteration, modification or product has been used in a manner contrary to the product's actual usage.

The following is a list of things cover under warranty:

- Elevated Patio Planters & Tower Patio Planters
- Sandbox Covers, Liners & Telescoping Poles
- Veggie Walls
- Animal Barriers
- Cold-Frame Greenhouse
- Worm It All Composter Box
- Butterfly Garden Kit – Greenhouse Roof & Frame
- Terraced Connector

The One (1) Warranty is collectively referred to herein as the "FrameltAll Warranties".

The period of warranty begins on the date of purchase and doesn't "reset/refresh" upon receipt of a warranty repaired/replaced item.

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FrameltAll Warranties does not apply to products purchased from unauthorized sources that are not subject to FrameltAll quality controls. Many resellers who sell through Amazon, eBay, social media platforms or other online sites are not authorized retailers or resellers of FrameltAll products.

Second-hand items, including those purchased from websites such as Amazon, eBay or Craigslist are not covered by the FrameltAll Warranty Policy.

#### WHAT THE WARRANTY COVERS

FrameltAll Warranties covers planters, sandbox covers & liners, telescoping poles, Veggie Wall, Animal Barriers and Cold-Frame Greenhouse against defects in material and workmanship, which occur during normal use when the product has been properly installed and maintained. Shipping fees are to be paid for by the customer.

#### WARRANTY LIMITATIONS

FrameltAll Warranties does not include the cost of removal or disposal of the defective part(s) or the cost of installation of the replacement part(s).

FrameltAll Warranties does not cover any defects due to improper assembly or installation, misuse (such as drilling holes or otherwise), abuse, acts of God, malicious destruction, insect infestation or damage caused by pests or animals, or any other cause other than failure of the structural integrity of the product occurring with normal usage.

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If FrameltAll determines that any part(s) of a product sold by FrameltAll failed to comply with this warranty, Frameltall will, within sixty (60) to ninety (90) days from the date of your claim, and upon receipt of the proper documentation, make arrangements to replace the parts with the new ones.

Please Note:

ALL associated COSTS in relation to the transport of the replacement product are at the expense of the customer, as this is a product warranty only. Promotions, discounts and FREE shipping are not part of any warranty claim.