

Warranty Policy

Custom aluminium planters, screening & balustrading

Bubbalooba Pty Ltd (ABN 15 151 030 796) trading as PO Box Designs | Version 2.0, July 2026

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Australian Consumer Law. This warranty is provided in addition to your rights under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the ACL. This warranty does not limit or replace those rights.

1. What This Warranty Covers

PO Box Designs warrants that its custom aluminium products — planters, screening and balustrading — are free from defects in materials and fabrication workmanship at the time of delivery, and that powder-coat finishes are applied to the Dulux Accredited Powder Coater standard and in accordance with AS 3715.

2. Warranty Periods

The following warranty periods apply from the date of delivery, subject to the conditions and exclusions in this policy:

Component	Cover
Fabrication & workmanship	Structural welds, folds and construction — as stated on your Quote / Order Confirmation.
Powder-coat finish	Adhesion, and resistance to flaking, peeling and blistering — per the applied Dulux finish warranty, subject to the maintenance schedule.
Hardware & fixings	As per the component manufacturer's warranty, where applicable.

Specific warranty durations for a given project are set out on that project's Quote or Order Confirmation. Coastal, marine and high-exposure environments may carry different finish warranty terms and maintenance requirements.

3. What Is Covered

- **Fabrication defects** — faults in welds, folds, joins or construction that arise from our workmanship.
- **Finish defects** — powder-coat peeling, flaking, blistering or adhesion failure not caused by damage, misuse or failure to maintain.
- **Material defects** — defects in the aluminium substrate present at the time of supply.

4. What Is Not Covered

- **Failure to maintain** — finish deterioration where the powder-coat maintenance schedule (Section 6) has not been followed.
- **Damage** — damage from impact, abrasion, misuse, incorrect installation by others, alteration, or use outside the intended application.
- **Solvents & chemicals** — damage from solvents, turpentine, white spirits, thinners, abrasive cleaners, or other prohibited agents.
- **Environmental & fair wear** — normal weathering, minor colour change over time, and fair wear and tear.

- **Plant & soil contact** — corrosion or staining caused by soil, fertilisers, standing water or plant matter in planters not fitted or maintained with the specified drainage and lining.
- **Third-party works** — any work, modification or installation not carried out by PBD.

5. Making a Claim

To make a warranty claim, contact us in writing at info@poboxdesigns.com.au within a reasonable time of discovering the issue, with your order details, a description of the fault, and photographs. We may inspect the goods. Where a valid claim is accepted, we will, at our option and to the extent permitted by law, repair, replace or refinish the affected item, or supply an equivalent. Costs of returning goods and reasonable inspection may apply where a claim is found not to be valid.

6. Powder-Coat Maintenance — Warranty Condition

Finish warranty cover is conditional on following the cleaning and maintenance schedule below. This schedule is provided in full in our separate Powder-Coated Finishes Maintenance Guide, which forms part of this warranty.

Environment	Minimum cleaning frequency
Standard / inland	Clean every 3 months
Urban / industrial	Clean every 1–2 months
Coastal / marine	Clean every 1–2 months (rinse salt deposits between cleans)

Cleaning method (per Dulux guidelines / AAMA 610.1): remove loose deposits, wash with a mild pH-neutral detergent and a soft cloth or sponge, then rinse thoroughly with fresh water. Do not use solvents, turpentine, white spirits, thinners or abrasive cleaners.

Do not use. Turpentine, white spirits, thinners, abrasive pads or powders, and sunscreen contact can permanently damage the finish and will void finish warranty cover.

7. General

This warranty is provided by Bubbalooba Pty Ltd (ABN 15 151 030 796) trading as PO Box Designs, 4 Pentlands Court, Delacombe, Victoria 3356. This warranty is governed by the laws of Victoria and is in addition to your non-excludable rights under the Australian Consumer Law.

Contact. Warranty enquiries: info@poboxdesigns.com.au · 03 4333 9271 · www.poboxdesigns.com.au