

Ten (10) Year Limited Warranty

Custom planter boxes, structures & balustrade

Every custom piece we manufacture is engineered, fabricated and finished to endure — and backed for ten years from the date of installation. This document sets out what we cover, how that cover works, and the conditions that keep it in force.

PO BOX DESIGNS

Architectural Fabrication

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OUR PROMISE

Built to last. Backed for ten years.

Every custom piece we manufacture — planter boxes, custom structures and balustrade — is engineered, fabricated and finished to endure. We back that work with a Ten (10) Year Limited Warranty from the date of installation. Where we install a product made by someone else, that item is covered by its own manufacturer's warranty rather than this one.

Coverage at a glance

What we warrant	Cover period	Fully covered by us *	Shared cost then applies
Structural integrity	10 years	Years 1–5	Years 6–10
Powdercoated finish	10 years	Years 1–7	Years 8–10
Installation workmanship	2 years	Years 1–2	—

“Fully covered” means we meet the cost of repair or replacement in full. In the later years a shared-cost arrangement applies, explained plainly in *How your cover reduces over time*.

* What the asterisk means — cover in full is conditional

The asterisk (*) next to “fully covered” and every “in full” in this warranty points here. It means that cover in full — and cover under this warranty generally — applies **only** where all of the following are true:

- the product was installed by PO Box Designs, or strictly in accordance with our plans, specifications and instructions;
- it has been maintained in line with our Care and Maintenance guides — and, for the powdercoated finish, maintenance records can be produced;
- for planters, drainage has been kept clear and functioning, and any watertight planter has not been penetrated, cut or modified after its water test;
- the product has not been altered, coated, modified or worked on by anyone other than PO Box Designs;
- the product has been used only for its intended purpose and has not been subjected to abuse, neglect or unsuitable conditions; and
- the claim is otherwise valid under the terms, limitations and exclusions of this warranty.

Where these conditions are not met, cover may be reduced or declined. Nothing in this note limits your rights under the Australian Consumer Law.

PRODUCT COVER

Planter boxes

Our planter boxes are custom-fabricated to your design and built to hold their shape, their finish and their strength season after season.

What we cover

- **Structural integrity — 10 years.** The materials of your planter box will carry the design loads set out in the drawings and calculations prepared for your project.
- **Powdercoated finish — 10 years.** Your finish is covered against defects for ten years, subject to the maintenance and record-keeping requirements set out below. Where we use Dulux powdercoating, that finish may also carry its own Dulux manufacturer warranty on its own terms.
- **Installation workmanship — 2 years.** Your planter box will be installed in a proper and workmanlike manner.

Watertight planter boxes — fully welded and water tested

This is the single most important thing to understand about a planter box, so we set it out plainly.

A standard planter box is not watertight and is not warranted to hold water. It is a fabricated vessel that lives in constant contact with soil, water and plant matter.

Where your order specifies that a planter box **must** hold water, we build it differently: as a **fully welded liner or planter**, which is then put through a **mandatory water test** before it leaves us. Water testing is a compulsory step whenever watertightness is a specified requirement — a planter is only treated as watertight once it has passed that test.

Water containment is warranted only where PO Box Designs has manufactured a fully welded liner or planter and completed the mandatory water test. Where a planter has not been specified, fully welded and water tested by PO Box Designs, no warranty of any kind applies to water leakage or to any loss or damage arising from it.

Water and drainage — what we do not cover

No warranty applies, and PO Box Designs accepts no liability, for any of the following:

- Water leakage from, through or within any planter box that has not been manufactured as a fully welded and water-tested planter or liner by PO Box Designs, and any consequential loss or damage of any kind — including to floors, walls, tiling, decking, waterproofing, adjacent structures, buildings, fixtures or finishes above, beneath or around the planter.
- Any leakage or damage where a fully welded and water-tested planter has been drilled, cut, penetrated, re-worked or modified by anyone other than PO Box Designs after the water test.
- Drainage that is blocked, inadequate, altered, or does not comply with the relevant Australian and New Zealand Standards; and any water egress where drainage outlets, weep holes or overflow provisions have been obstructed, sealed or removed after handover.

- Leakage, corrosion or damage caused by overwatering, standing or pooled water, or moisture retained against the product by soil, fertiliser or wet planting media.
- Staining, efflorescence or mineral deposits arising from planting, filling or watering practices outside our Care and Maintenance guidance.

Keeping drainage clear and functioning is a condition of this warranty.

PRODUCT COVER

Custom structures and balustrade

Our custom structures and balustrade are engineered to specification and built to carry their design loads for the long term.

What we cover

- **Structural integrity — 10 years.** The materials will withstand the design loads set out in the engineering drawings and calculations prepared for your project.
- **Powdercoated finish — 10 years.** Covered against defects for ten years, subject to the maintenance and record-keeping requirements below. Dulux powdercoating may also carry its own Dulux warranty.
- **Installation workmanship — 2 years.** Your structure will be installed in a proper and workmanlike manner.

What we do not cover

- Electrical, plumbing, irrigation or other works — including penetrations — carried out by others without our supervision or approval.
- Water leakage from or within the product, and any consequential damage caused by the movement of water, whether within or from the product or any attached building or structure.
- Drainage that does not comply with the relevant Australian or New Zealand Standards.
- Unsuitable roof traffic, or any structure modified after its design was submitted to us.

CARE & RECORDS

Powdercoated finish — maintenance and records

Your powdercoat is a protective coating, not a set-and-forget surface. It stays under warranty only while it is properly cared for, and we ask you to keep a simple record of that care. This isn't red tape — it's how a valid claim is assessed, and it mirrors what Dulux and other coating manufacturers require.

Your three obligations

Maintenance. Powdercoated surfaces must be washed down with clean water and a mild detergent at least every **six months** — and more frequently in harsher environments, such as coastal, poolside or high-pollution locations — to remove dirt, salt, debris and bird droppings before they can attack the finish.

Records. You must keep a record of this maintenance: the date of each wash-down and what was done. Photographs are ideal.

Claims. A claim on the powdercoated finish must be supported by these maintenance records.

Where adequate records cannot be produced, a finish claim may be declined.

Fair wear and tear, scratching and surface marks are not covered.

COST SHARING

How your cover reduces over time

Your protection is strongest in the early years and then shares the cost with you over the final years — clearly and predictably.

Structure (10 years). A valid claim in **years 1–5** is met by us in full.* For a valid claim in **years 6–10**, you contribute one-tenth (10%) of our recommended retail price of the affected materials for each year (or part year) beyond the fifth anniversary, and cover the labour to remove and replace them. In practice, our share of the material cost steps down by 10% a year across those final five years.

Powdercoated finish (10 years). A valid claim in **years 1–7** is met by us in full.* For a valid claim in **years 8–10**, you contribute one-tenth (10%) of our recommended retail price of the replaced materials for each year (or part year) beyond the seventh anniversary, and cover the associated labour. Where an item can't be removed, on-site refinishing may be carried out by electrostatic spray.

Installation workmanship (2 years). A valid claim in **years 1–2** is met by us in full.*

LIMITATIONS

What's a normal characteristic, and what's a defect

Our work is custom-fabricated by hand and lives outdoors, so some variation is part of the product rather than a fault. The following are normal characteristics and are not treated as defects under this warranty:

- **Weathering of the finish.** Gradual, even fading, chalking and loss of gloss in the powdercoat is a natural result of sun and weather over time. The finish is warranted against defects in the coating, not against the ageing that every coating undergoes. Where Dulux powdercoating is used, its own published thresholds for fading and film integrity apply.
- **Colour and finish variation.** Slight colour or finish variation between production batches, between a sample or swatch and the finished piece, and across a surface — particularly with metallic and special-effect finishes, which catch light and weather differently by design.
- **Dimensional tolerances.** Minor variation in dimensions within normal fabrication and industry tolerances.
- **Fabrication characteristics.** Visible weld lines, and slight waviness or “oil canning” in flat metal panels — an inherent characteristic of formed sheet metal, not a fault.

LIMITATIONS

General exclusions

Across all products, this warranty does not cover:

DAMAGE AND MISUSE

- Damage from improper installation, buckling, fire, accident, abuse, misuse, neglect, storm or acts of God.
- Any product altered, coated, penetrated, modified or worked on by anyone other than PO Box Designs.
- Corrosion or damage from contact with soil, fertiliser, sand, wet timber, plant or garden materials, or anything that traps moisture against the product.
- Insufficient maintenance, or installation in aggressive environments — including within one kilometre of a salt-water body, adjacent to pools or spas, or in industrial or non-residential settings.

SITE, SUBSTRATE AND MOVEMENT

- Defects, movement or failure caused by the host building, wall, deck, slab, footings, fixings or any substrate provided or built by others, or by the inadequacy of that work.
- Cracking, distortion or failure caused by ground or soil movement, subsidence, settlement, or movement of the building or structure to which the product is fixed.

PLANTS, CONTENTS AND ACCESS

- Any loss of, or damage to, plants, growing media, irrigation systems, or the contents of a planter or structure — and the health, growth or survival of plants.
- The purchaser is responsible for providing safe and reasonable access to the product for any inspection, repair or replacement. Where a product has been installed in a position that requires special access equipment, the cost of that access is the purchaser's responsibility.

CUSTOMER-SUPPLIED AND AGAINST-ADVICE ITEMS

- Materials, components, fixings or finishes supplied by the purchaser.
- Items, materials or design features specified or directed by the purchaser against our written advice or recommendation.

CONDITIONS

Keeping your warranty valid

Your warranty stays in force while the product is cared for and left as installed. It may cease to apply if the product is not maintained in line with our Care and Maintenance guides, if it is dismantled or moved from its original location, or if ownership of the land on which it is installed changes hands.

Our full Care and Maintenance guides are available on our website.

CLAIMS

Making a claim

If something isn't right, we're here to help. A claim must be made **in writing within the warranty period**, and — for the powdercoated finish — accompanied by your maintenance records. Once we receive it, an authorised representative will inspect the product and we'll confirm our determination within a reasonable time. If the claim is valid, we'll repair, refinish or replace the product in line with this warranty.

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YOUR RIGHTS

Your rights under Australian Consumer Law

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 and for compensation for any other reasonably foreseeable loss or damage. 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.

The limitations and exclusions set out in this warranty apply to the express Ten (10) Year Limited Warranty that PO Box Designs provides voluntarily, in addition to those rights. They operate only to the extent permitted by law, and nothing in this warranty excludes, restricts or modifies any consumer guarantee, right or remedy you have under the Australian Consumer Law that cannot lawfully be excluded.

This document summarises the PO Box Designs Ten (10) Year Limited Warranty in plain language. The full terms, conditions and exclusions of the warranty govern all claims.