ARCHPOT

ARCHITECTURAL SITE FURNISHINGS

## Shipping / Care / Terms

Thank you for your purchase! ARCHPOT containers are handmade from Glass Fiber Reinforced Concrete, a durable lightweight fiberglass & cement mixture. Our containers are designed to last decades, but please note these containers feature a beautiful hand applied surface finish that can be damaged from mishandling. Treat and handle as an expensive piece of furniture.



**Upon Delivery:** Do not accept order if crate is damaged. Please contact our office immediately 714.895.3359. After signing for your freight, carefully remove top of crate to inspect your order for damage that may have occured during transit. Also inspect contents to insure you have received the correct finish, shape and size of each product while keeping the crate and packaging intact. If any damage is noticed or you have not received the correct product please contact us within 72 hours. Please supply ARCHPOT with documented photos of the entire process. All returns must be shipped back in the undamaged original crating.



**Installation:** Once confirmed that there is no damage to you order and everything looks good, please remove your product from all packaging within 72 hours. When moving product into place, use a pallet jack, furniture dolly or a padded hand truck. It is recommended to use additional padding such as cardboard or a moving blanket between the finish surface and any metal or wood surface of the dolly. When placing the container, with clean hands, directly place the container without dragging or rolling the product. Do not set tools or other sharp objects on table top surface. For accidental chips or scratches, touch up kits are available. For customer service questions or to request a touch up kit, please contact our sales office at 714.895.3359



**Care:** Use clean water and a damp microfiber cloth to wipe down the surface of your container regularly. You may also wipe surface using a light dish washing soap or baking soda diluted with water. Avoid using harsh solvents or abrasive soaps. To keep containers and finish looking like new, it is best to clean at least one time per month.



**Warranty:** ARCHPOT warrants its products, when purchased new, to be free from defects in materials and workmanship under normal use and service for 3 Years Residential / 2 Year Commercial from the original date of purchase. Replacement or repair at the option of ARCHPOT of defective parts shall be the sole remedy of this warranty. This warranty applies to ARCHPOT products only and does not cover labor costs of removal, re-installation, inspection or shipping. Damage to product caused by installation, modifications, accident, misuse or abuse is not covered under this warranty. See Support / Product Warranty Page at ARCHPOT.com for Electronic Ignition Systems Warranty.



**Return Policy:** All sales are final. Warranty returns, damaged or Incorrect orders must be approved by ARCHPOT before replacement. (Additional shipping and packing charges may apply).