

Warranty Policy

Manufacturing defects, change of mind, warranty coverage and replacement terms for Modscene products.

This warranty is in addition to any rights available under New Zealand law, including the Consumer Guarantees Act 1993.

Manufacturing Defects

Every Modscene product is carefully inspected before dispatch. If you believe your product has a manufacturing defect, please notify us as soon as reasonably practicable after delivery, preferably within 48 hours where the defect is apparent, so we can assess the issue promptly.

If a manufacturing defect is confirmed, Modscene will, at its discretion, repair, replace or otherwise remedy the product in accordance with the Consumer Guarantees Act 1993.

Where inspection of the product is required, Modscene will provide instructions on the appropriate next steps.

Change of Mind

As every Modscene product is individually manufactured to order, each order is produced specifically for the customer. For this reason, we are unable to accept cancellations, returns or exchanges due to change of mind, incorrect selection or incorrect sizing once production has commenced.

Warranty Policy

Modscene products are manufactured for long-term performance and backed by a comprehensive warranty for added peace of mind.

Our warranty covers rotational moulded parts only made by Modscene Ltd. It does not cover other parts, such as steel or timber parts.

- a) You must be the original purchaser (the original invoice or order email will be required).
- b) If your product has a defect related to a production failure, not wear and tear.
- c) You must have purchased the product directly from us or an authorised reseller. (Proof of purchase will be required to demonstrate the origin of purchase e.g. original invoice or order email).
- d) The 20-year warranty only covers items used in a residential application. Commercial or industrial application is covered by a 10-year warranty.

Our Modscene warranty does not cover the following:

- a) Fair wear and tear, such as fading and standard wear from use.
- b) Improper care, alternation, misuse or accidental damage to the product.
- c) Force majeure, such as floods and earthquakes.

d) Any repair work by unauthorised third parties on the products voids any warranties.

Government bodies such as councils are limited to a 10-year warranty period.

Modscene cannot cover our planters if product failure is caused by incorrect plant choice. Some trees and plants will have root growth unsuitable for planters and will eventually destroy the planter due to root expansion. This is not covered by our warranty as it is out of our control regarding what is planted.

This warranty applies only to products manufactured by Modscene and does not extend to third-party products or components supplied by others.

Our responsibility shall be limited to the repair or the replacement of the product at our sole discretion. Should no identical product be available, then a suitable alternative will be provided, as deemed by Modscene. Should no alternative be available, then we may provide a refund - the amount to be the original purchase amount.

To the extent permitted by New Zealand law, this warranty does not extend to indirect, incidental or consequential loss or damage.

This warranty does not affect and is in addition to any statutory rights you may have under New Zealand law.

If a suitable resolution can't be reached by electronic communication methods, customers are obliged to return the product to us on request at their own cost for inspection to validate if the product is eligible for a replacement under this policy.

The warranty does not cover vandalism.

The warranty covers planters sold in New Zealand only. Planters that are exported are not covered by this warranty.

Replacement

Any approved warranty claim will be resolved within a reasonable timeframe, taking into account product availability and manufacturing requirements.