

Warranty Information

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Thank you for purchasing an Angelo Décor product.

Our Fountains, Birdbaths, Statues, and Pumps are manufactured with the highest quality standards. In the event we have not achieved our standard of excellence on an item, ***we will repair or replace, at our discretion, the defective part for one year from the date of original consumer purchase.*** All lighting and solar accessories are covered by a limited 90 day warranty from the date of purchase.

What the warranty covers are items with severe or complete loss of color, disintegration, or becoming deformed with normal use. **What we don't cover** is items with broken parts after the unit has left the place of purchase, or units that have been modified, misused, or improperly installed, operated, or maintained. For fountains with multiple parts, the warranty ***covers only the individual component of the unit that may be defective.*** Replacement parts may be available to the consumer through the original selling dealer, or by our customer service department.

HERE IS A MORE DETAILED DESCRIPTION OF WHAT THE WARRANTY IS INTENDED TO COVER:

PAINT AND COLOR RETENTION

On the decorative / visual parts of a product, the paint finish will not peel from the unit. (Note the exclusions below) While the inside of the bowl, or water reservoir area will also hold their base color, due to being constantly submerged in water these parts are not covered by this portion of the warranty. This area can be easily "touched up" using standard paints. Details of the process can be found on our web site (www.angelodecor.com). The paint and UV protection are designed to protect the entire finish against a complete breakdown of color. As all finishes fade gradually with time our warranty protects against severe or complete fading in the first year.

DESINTEGRATION, WARPING, OR LOSS OF SHAPE

Our warranty covers you against any loss of original shape or warping, severe cracking or disintegration from exposure to the sun or outdoor heat. Fountain bowls and reservoirs will hold water without leaking. The appearance of some small hairline cracks is normal and not deemed to be defective.

THIS WARRANTY IS VOID IF THE PRODUCT HAS BEEN DAMAGED BY ACCIDENT, MISUSE, NEGLIGENCE, IMPROPER INSTALLATION, MODIFICATION OR OTHER CAUSES NOT ARISING OUT OF DEFECT IN THE MATERIAL OR WORKMANSHIP. THIS INCLUDES, BUT IS NOT LIMITED TO, THE FOLLOWING:

FREEZING WATER DAMAGE CAUSING CRACKING

Our products can withstand extremes of temperature. However, improper storage that allows water to freeze within a fountain or birdbath may cause damage and is considered negligence, voiding your warranty.

WATER DAMAGE CAUSING PAINT PROBLEMS

Using "hard water" and caustic cleaners affects the painted surface. Failure to keep the unit clean, and use of these materials, voids the warranty. Using water additives such as bactericide, chlorine, etc., which affects the paint surface, also voids the warranty.

The warranty also does not cover any installation, removal and/or shipping costs or any consequential damage associated with any warranty claim.

IF SOMETHING DOES HAPPEN... Here are the options:

1. Try to fix it. Like any project, especially in the garden, sometimes it takes a bit of work to get it right. We encourage and support your efforts with extensive technical help on our web site (www.angelodecor.com).
2. If not repairable, find your receipt. This is your proof of purchase for warranty claims.
 - Take a digital photo of the item, detail the problem, and contact us by email (customersupport@angelodecor.com), or send a conventional photo and mail together with your receipt and contact information. Our warranty department will advise you how to proceed upon receipt.
3. The alternative is to ship the unit, freight prepaid, to Angelo Décor. We will repair or replace the unit, and ship it back to you at our expense.
 - Please do not send any parts before being advised to do so by contacting our customer support team (see below for contact information).
 - If you must return the entire unit, be sure you have the pump and all components, with as much original packaging as possible to protect the item during shipment.

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