

PRODUCT WARRANTY

At Greenmood, we prioritize the quality of our products by offering comprehensive warranty coverage. In the rare instance that a product necessitates service, our team ensures prompt and effective assistance. Our warranty for all Greenmood products covers manufacturer defects and spans a duration of 2 years from the purchase date. Extended warranty coverage is available at an additional cost.

For the preserved Ball Moss, Reindeer Moss, Foliage and Forest, the warranty above applies under the following conditions:



Avoid touching the foliage



Avoid long exposure to direct sunlight



Keep humidity level below 80%



Do not water the foliage



Dust regularly



Indoor use only

Care advise

To ensure the durability of preserved moss and plants it's important to take proper care of them by avoiding exposure to direct sunlight, humidity or water. Greenmood's preserved plants are extremely resistant and long lasting.

Minimum maintenance

With the right care, you can enjoy your natural product for years to come. Greenmood's natural products do not require pruning or watering. The only necessary care is occasional removal of dust, ideally with an air spray, air blower/dryer or alternatively dusting with a soft cloth.

WARRANTY DETAILS:

- The warranty is applicable to products shipped directly from the manufacturer.
- It is exclusively valid for the original purchaser.
- The warranty does not apply for small colour discrepancy that may arise during the life span of the products of natural origin.
- Upon unpacking, certain natural products may emit a distinct odor. This occurrence is deemed normal, as the smell typically dissipates over time.
- For any warranty claims, please contact an authorized local service agent or Greenmood distributor.
- Greenmood retains the right to investigate claims and determine necessary actions within the warranty framework.
- Any unauthorized servicing will render the warranty void, with no compensation for unauthorized work. These warranties supersede all other warranties, whether explicit or implicit.

COVERED SERVICES:

- Inclusive coverage for all parts and labor essential for restoring the product's functionality.
- Pick-up and return delivery service for off-site servicing requirements.
- Designed for standard product use in office or administrative settings.

EXCLUSIONS:

- Exclusions include regular wear and tear, such as scratches, and damages attributable to user mishandling.
- Minor color changes, fading, or shedding of the preserved plants and mosses.
- Products covered under third-party warranties are not included in our coverage.
- Damages resulting from exposure to water, heat, or direct sunlight, or any environmental conditions outside of the specified range which can compromise surfaces and materials.
- Damages caused by improper installation.
- Any additional costs incurred by the user are not encompassed.
- Replacement parts utilized in warranty repairs are covered until the original warranty expiration date.

COMPLAINTS:

All complaints must be filed within five (5) days of receiving the goods. Once delivered, the merchandise cannot be returned without prior approval from Greenmood. The goods must be returned in their original packaging.

LIMITATION OF LIABILITY:

This warranty is the only express warranty provided by Greenmood. Any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration of this express warranty. In no event shall Greenmood be liable for incidental or consequential damages.

