

Terms + Conditions

ORDERS

Minimum Orders: There is no minimum order on standard shapes and finishes. Custom shapes or finishes have a minimum of 12 pieces each.

Placement of Orders: When ordering it is essential to include all of the following: P.O. Number, billing and ship to address, resale number (CA only), item code number, quantity, size, description, price and side mark.

Acceptance of Orders: All orders and change of orders must be acknowledged in writing. IAP is not bound in any way by the conditions and terms of the customer's purchase order when it may vary from IAP's customer policies.

SHIPPING

F.O.B. Oakland, CA. Most of the orders will ship via LTL common carriers. Additional charges may apply for inside delivery, residential delivery, call before delivery, lift gate or any other special instructions. Please note the drivers are not obligated to assist with unloading of the shipments. We have excellent discounted freight rates that we pass on to our clients unless you already have negotiated pricing with the designated carrier. IAP can also ship utilizing your logistics company or your preferred carrier. For export shipments FOB Shanghai IAP will ship to the nearest port or airport. Additional charges will apply.

SHIPPING ESTIMATES

This is an estimate only and may change due to the varying rate of fuel cost. The delivery charges can vary at time of delivery. IAP cannot guarantee the rates estimated.

TYPOGRAPHICAL ERRORS

IAP makes every effort to ensure that the information presented in this catalog is correct to the best of our ability. In the event that an error occurs, IAP assumes no liability for such error.

COPYRIGHTS & PATENTS

Legal action will be taken to protect IAP designs.

MAINTENANCE & HANDLING

In many cases our containers are constructed with a two part lip. The lip or rim is reinforced, however, it can be damaged if used as a leverage point to move or drag a potted container. Moving a potted container in this manner will automatically void the warranty. To safely move a container, it is necessary to lift the container from the base.

Metal Finishes: The metal finishes are durable; however, most of them will take on a patina overtime when used outdoors. You can slow the natural aging process by either spraying the container with "303 Aerospace Protectant" or applying a clear wax. Be sure to test wax in a hidden area first.

Painted Finishes: Please do not use harsh cleaning chemicals on painted items as they will dull the finish. To maintain them, use a clear automotive paste wax or spray.

Custom Designs & Finishes: Custom orders require a 50% non-refundable deposit and are non-cancelable. Delivery time is longer as new molds require an additional 6 weeks of manufacturing time, with an additional cost for custom colors. For custom designs, call IAP at 1-800-426-6471.

WARRANTY

IAP warrants to the initial purchaser that their products are of good material and workmanship, free of manufacturing defects. They will function as described under normal use and service for one year. Freeze and thaw can damage fiberglass containers. It is essential that water is able to drain from the containers. Damage from freezing and thawing is not covered by the warranty. Rough handling of the containers will void the warranty, such as lifting from the lip of the container while planted. IAP at their discretion will either repair, exchange, or give credit for any item proving to be of defective materials or workmanship.

RETURNS

Your complete satisfaction is important to IAP. We will accept returns up to 10 days from receipt of merchandise of unused products in the original cartons subject to the following terms and conditions.

- Written approval and instructions must be issued by IAP before any merchandise is returned.
- Merchandise must be packed in original cartons, utilizing shrink wrap, and poly strapped to a pallet to avoid damage.
- If the returned merchandise is received damaged, IAP will not issue a refund.
- Shipping charges are to be prepaid by sender. No collect shipments will be accepted.
- Returns will be issued a credit valid for 90 days. A 40% re-stocking fee will be charged for approved returned items.
- Custom orders are not eligible for returns unless there is a manufacturing defect and IAP has issued a written approval to accept the return.
- All items must be returned to IAP distribution center.

INSPECTION OF SHIPMENTS

Carrier will provide a bill of lading for receiver to verify and sign. The receiver must use the bill of lading to verify that they have received the correct quantity and items in good condition. No claims can be made for missing merchandise after the documents are signed.

Important: IAP checks all merchandise for quality and damage before shipping and is not responsible for any damage during transportation. It is essential to inspect for damage prior to signing the bill of lading. It is the sole responsibility of the receiving party to insure the freight is received in good condition.

Concealed Damage: Damages not visually obvious through packaging must be reported at time of delivery. It's imperative that the shipment is inspected for concealed damage. IAP is not responsible for shipments not inspected by the customer at time of delivery. Any damage, shortages, or errors must be reported within 24 hours of delivery to the carrier and IAP.

Damaged Products: Do not dispose or alter any cartons, packaging or material until the inspection is completed. Failure to do so will result in the carrier denying any claim. Please photograph the damaged products for your records and e-mail IAP at info@iapsf.com. Please contact us if you need help filing your damage claims.

Planter Accessories



C - CASTER



M - 303 PROTECTANT



R - RISER

Saucers



SCR - RECTANGLE

SIZES (in)

44 L x 22 W x 4 H



SCR - ROUND

SIZES (in)

17 D x 15 B x 2.5 H

21 D x 19 B x 3.25 H

24 D x 21 B x 3.75 H

28 D x 25 B x 4 H



SCR - SQUARE

SIZES (in)

14 SQ x 12.75 B x 3 H

17 SQ x 15.5 B x 3 H

22 SQ x 19.5 B x 3 H