

**Milkcan****Our products are designed to suit your lifestyle, but sometimes life happens.**

We stand by the premium quality of our products so if you're concerned something has gone wrong, we are proud to offer industry leading warranties to ensure you can use and enjoy your Milkcan products for years to come!

These warranties apply to faults or defects of the product material or workmanship of the product, and do not apply to faults caused by accidental damage, collision/impact, misuse, incorrect installation, extreme weather conditions, or normal wear and tear/use. Warranty will also not apply to any changes, alterations or modifications made to the product.

Please check all your products upon receiving and lodge a warranty claim within 48 hours of delivery if you notice any faults or damages from transit.

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What are the warranty periods for products?

- **Letterboxes:** 5 year structural
- **Fire pits (excl. ethanol):** 10 year structural
- **Ethanol fire pits & accessories:** 12 month manufacturer warranty
- **Fire pit accessories:** 2 year structural
- **House numbers, signs & decals:** 7 year structural
- **Clotheslines:** 10 year structural
- **Artificial grass:** 8 years
- **Outdoor living products:** 2 years
- **Indoor living products:** 12 months
- **Pots:** Chip free guarantee on arrival

What is covered by a 'structural' warranty?

What is not covered by this warranty?

Is rusting covered by warranty?

Will I receive a brand new product if part of my product is faulty?

What if I have a warranty claim on a product that is no longer available?

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Need to lodge a warranty?

Please ensure your situation meets our warranty conditions and then submit your warranty claim here.

SUBMIT WARRANTY CLAIM

Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



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Get In Touch

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