

KitchenAid

For more information on warranty and the care and use instructions see:

International.kitchenaid.com

Warranty

We warrant that the product will be free from defects in materials and workmanship for a period of 3 years (stoneware, bamboo lid) from purchase when used for normal domestic use and in accordance with our use and care instructions. The warranty is only valid if the product is used in accordance with the instructions and for the intended use. This warranty is in addition to your rights under the Australian Consumer Law (if your product was purchased in Australia).

We will replace or repair, (at our discretion) a product which is the subject of a valid warranty claim free of charge. A product presented for repair may be replaced by a refurbished product of the same type rather than being repaired. Refurbished parts may be used to repair the product.

To make a claim under our warranty, you must have the original proof of purchase documentation for the product and present it when requested.

If you believe the product is defective and wish to make a claim under our warranty, email us at kitchenaid.consumercare@cookware-co.com attaching proof of your purchase, a photo of the defect and contact details. By all means call us on the telephone number below and ask for customer service if you have any queries you would like to discuss before making a warranty claim.

Our replacement or repair warranty only applies where a defect arises because of faulty material or workmanship during the warranty period. Your warranty does not cover misuse or negligent handling, accidental damage, or normal wear and tear.

What is not covered by this warranty:

1. Damage from ordinary wear and tear such as scratches, dents, stains or discolouration to all surfaces (including non-stick coatings) or other damage that does not impair the function of the cookware and kitchenware.
2. Damage due to improper handling, overheating, accident, abuse, misuse, fire, flood, theft, acts of God, neglect, corrosion, modification, exposure to extreme temperatures or failure to follow the manufacturer's use and care instructions.

3. Damage or breakage of pans or lids due to dropping or impact.
4. Use of the product in commercial applications.
5. Minor imperfections or blemishes due to variations in paint, enamel, metals, plastic, silicone, ceramic, stoneware, glass or textile etc.
6. Replacement product or parts when used outside Europe, Middle East, Africa and Asia Pacific. Manufacturer will not pay for: the cost of repair or replacement under the excluded circumstances shall be borne by the customer.
7. Surface damage due to chemical interaction or cleaning agents including but not limited to scouring pads, abrasive cleaners or automatic dishwashers.
8. Replacement of sets, only the defective part or item will be replaced.

The benefits given to you by our warranty are in addition to other rights and remedies under law in relation to the product.

In Australia 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 and for compensation for any other foreseeable loss or damage. 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.

Supplier Information

The Cookware Company Ltd., Hong Kong

Address: Room 02-04, 20/F, Tower 1, Enterprise Square Five,
38 Wang Chiu Road, Kowloon Bay, Hong Kong

Australia Customer Service no.: 1 800-918-480

CWC serial number (please archive this leaflet and the accompanying serial number):