



Cookware for healthy living

Neoflam Australia Pty Ltd
Unit 2, 13 Towers Dr.
Mullumbimby, NSW 2482
Phone: 1300 507 330
Web: www.neoflam.com.au

Neoflam Australia & New Zealand Warranty

NEOFLAM Australia Pty Limited ("Neoflam Australia") is an authorised dealer of NEOFLAM products importing and distributing to the Australian and New Zealand markets. All NEOFLAM products are covered by the NEOFLAM factory warranty, however NEOFLAM Australia provides an extra warranty and additional coverage under this NEOFLAM Australia and New Zealand warranty.

What is the NEOFLAM AUSTRALIA AND NEW ZEALAND Warranty?

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 reasonably 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.

From date of purchase and for the lifetime of the item (with the exception of the detachable handle) Neoflam Australia guarantees to repair or replace any item found defective in material, construction or workmanship under normal use and following care instructions. This excludes damage from misuse or abuse. Minor imperfections and slight colour variations are normal. This is because each piece of NEOFLAM cookware is hand crafted so there might be some slight imperfections on the ceramic surface. This will not affect the performance of the product.

Neoflam Australia will repair or replace, at our discretion, any item found to be defective, to the original purchaser. The decision whether an item is considered defective under this warranty rests solely with Neoflam Australia. Please note that this warranty is available only to the original purchaser of the product upon proof of purchase, and is not transferable to other people.

Neoflam Australia, the owner of this website, is an authorised NEOFLAM distributor. For warranty information for other countries, please contact that country's NEOFLAM importer or visit www.neoflam.com.au

The benefits under Our Neoflam Warranty are in addition to other rights and remedies under a law in relation to the goods.

What will void my Neoflam warranty?

If your Neoflam is used on high heat for an extended period of time.

If your Neoflam is left empty on a heated burner for an extended period of time, the metals may separate and cause extreme damage to your Neoflam.

If your Neoflam pieces are used in the microwave or induction oven/cookers (unless your Neoflam product is one specifically designed and marketed by NEOFLAM as a product suitable for use in an induction cooker).

Improper cleaning methods causing scratches, or the use of abrasive scouring pads, steel wool, abrasive cleansers, bleach and/or oven cleaners will void your warranty.

For warranties to apply, the owner must follow the Use and Care instructions provided with the product at the time of purchase.

This warranty also does NOT cover

1. ordinary wear and tear (such as scratches, dents or stains to the body of the pan or, external or internal surfaces that do not impair the functional utility of the product),
2. impact damage or breakage, dropping, accidents,
3. heat discoloration, minor imperfections and slight colour variations in the ceramic, or metals, which are a normal part of the craftsmanship,



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4. extreme temperature changes (such as pre-heating cookware empty, letting liquids boil dry, immersing pan or lid into cold water or resulting damage to the pan and/or other property),
5. non-stick performance if the problem is not reported after first use,
6. anybody but the Owner of the product who made the original purchase of the item,
7. other misuse.

How do I return my Neoflam cookware under warranty?

We would be happy to provide a warranty evaluation, if your product needs to be returned for examination please follow this procedure:

- Please write a brief note that explains the problem that you are experiencing with the item(s). Include your name, return address and contact number or email address.
- Make sure you include the original purchase docket you got from the retailer when you bought the item.
- Package the note, the purchase docket from an authorized distributor and the item together and return them to:
Neoflam Pty Ltd,
2/13 Towers Drive,
Mullumbimby NSW 2482 Australia
Attention: Returns
- You can contact us on 0266844272
- In the event of a defect, malfunction or other failure of the product covered by this warranty, we will remedy the failure or defect, without charge to you, within thirty (30) days.

Should a defective item no longer be available, for whatever reason, an item of similar function and value will be substituted. NEOFLAM is warranted by the manufacturer to be free from defects in material, construction, and craftsmanship for the life of the original purchaser. The warranty document is packed with every cookware product. Some limitations may apply.