

COOKCRAFT™ COOKWARE LIMITED WARRANTY

From the date of purchase in the United States or Canada, CookCraft warranties your product to be free from defects in material, construction and workmanship under normal use and service for 10 years.

If warranty service should be necessary, please contact your dealer, distributor or representative or CookCraft's service department listed below for instructions and a return authorization number. Upon receiving approval of your claim, you may then return the product properly packaged and postage prepaid along with your proof of purchase, name, email, address, telephone number, and a description of the claimed defect. CookCraft shall not be obliged to replace any product which is not accompanied by a valid proof of purchase.

Any products, including any part or parts, which, upon examination by CookCraft, are found to be defective will be repaired or replaced with a comparable product or part (of equal or greater retail value) without charge during the warranty period. CookCraft reserves the right to utilize comparable reconditioned, refurbished, repaired or remanufactured products or parts in the warranty repair or replacement process.

You are responsible for the costs of shipping and handling and assume the risk of loss or damage to the products when they are shipped from you to us for warranty service. CookCraft will be responsible for the costs of shipping and handling when products are shipped from us to you when it is determined that this limited warranty applies. The warranty period for any product repaired or replaced under this limited warranty shall be the remainder of the original warranty period. Under the terms of this limited warranty, CookCraft shall have no further obligations other than those stated above.

Exclusions to CookCraft Limited Warranty

This limited warranty does not apply to damage caused by accidents, misuse, abuse, commercial use, neglect, tampering, alterations, ordinary wear and tear, damage in transit, damage due to environmental or natural elements, or service by unauthorized personnel. A product that has been damaged by use with excessively high heat; or a product that is flaking, stained, discolored, marked, scratched, warped, or pitted indicates use other than that recommended by CookCraft, and is not covered by this limited warranty. Further this limited warranty does not apply to nonstick damage caused by metal or sharp utensils or damage caused by use of scouring pads, steel wool, abrasive cleaners, bleach, and other harsh agents.

This limited warranty is limited to the original consumer with proof of purchase and is not transferable. If the product was not purchased new from the manufacturer or an authorized dealer, distributor, or representative of the manufacturer, this limited warranty is null and void.

LIMITATION OF LIABILITY

COOKCRAFT'S SOLE AND EXCLUSIVE LIABILITY UNDER THIS LIMITED WARRANTY, AND THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY, IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT AT COOKCRAFT'S SOLE OPTION. COOKCRAFT SHALL NOT BE LIABLE FOR ANY OTHER DAMAGES, INCLUDING, WITHOUT LIMITATION, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER DIRECT OR INDIRECT ARISING OUT OF OR IN CONNECTION WITH PRODUCT, ITS USE OR ITS PERFORMANCE. IN NO EVENT WILL COOKCRAFT'S LIABILITY EXCEED THE PURCHASE PRICE PAID BY THE CONSUMER FOR THE PRODUCT(S) AT ISSUE. Any oral or written description of a product is for the sole purpose of identifying it and shall not be construed as an express warranty. Any assistance the manufacturer or dealer, distributor, or representative provides outside the terms or limitations of this limited warranty will not constitute a waiver of such terms or limitations or extend or revive the limited warranty. The limitations in this limited warranty apply notwithstanding any failure of the essential purpose of the limited remedies. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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CookCraft Service Department Contact Details

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