

What is Rachael Ray Limited Lifetime Warranty?

We are sorry you are having a problem with a Rachael Ray product. The Lifetime Limited Warranty guarantees your cookware to be free from defects in materials and workmanship under normal household use for the lifetime of the cookware. Meyer Corporation promises the original purchaser to replace any defective part or item during the guarantee period.

Scratches, stains, discoloration or damage caused by the use of cooking sprays or overheating are not covered by this warranty. Additionally, this warranty does not cover damage caused by accident, misuse, abuse, commercial use or incidental or consequential damages.

Please mail any defective items to:

**Meyer Corporation
Consumer Relations
2005 Meyer Way
Fairfield, CA 94533**

Be sure to include a short note inside the box explaining the problem with your cookware, along with your name, address, and a daytime phone number.

We recommend choosing a shipping service that provides a tracking number or proof of delivery service that allows you to track the status of your shipment to us. ' We are not responsible for missing or shipping damage of your items upon receipt or items not received at our facility'. Consumers are responsible for all costs associated with returning their product(s) to us. If the product is no longer available, we will replace with a similar one or one of equal value.

.

From the time your cookware is inspected at our facility the entire warranty process takes up to 6 to 8 weeks:

Product arrives and is received at our facility----->Product is forwarded to Warranty Department and completes the inspection process(10 days)----->We process your paperwork, order and ship your replacement(s)(7-10 days)----->Your order is on the way and reaches it's destination(5-10 business days).

Please note that if the item is out of production, one of similar value will be substituted.

* For Canadian Consumers: Please provide us with a residential mailing address, we are unable to ship to directly to P.O. Boxes.

If you would prefer to call us:

Call us toll-free at 800-571-6316

Our Customer Service hours are:
Monday-Friday 6 a.m. - 5 p.m. PST
Saturday 7 a.m. - 3 p.m. PST

Or, if you prefer to write us:

Please send any correspondence to our corporate address:
Customer Service
RachaelRayStore.com
4086 Del Rey Avenue
Marina Del Rey, CA 90292