

Manufacturer's Warranty

For your peace of mind, all items purchased on the Joseph Joseph website are guaranteed against manufacturing defects for a period of 12 months from the date of purchase, unless otherwise stated. If a manufacturing defect is found, we will be happy to repair or replace your product, including all delivery charges.

A manufacturing defect is defined as any fault in the product's materials or workmanship, which is present at time of receipt.

The following conditions are not classed as manufacturing defects, and will not be covered by the manufacturer's warranty:

- * Accidental damage
- * Normal wear and tear
- * General product misuse/abuse
- * Any product not used or maintained in accordance with the Care & Use Instructions
- * Any product which has been modified or repaired by anyone other than Joseph Joseph
- * Staining caused by foods with strong colourants, such as turmeric, tomatoes etc.
- * Melting caused by overheating

Before any refund or replacement can be given, we may require you to return the faulty product for inspection. As there are occasions where it may not be necessary to send the product back, please contact us before returning any items. In many cases, we may simply ask for photographs of the product fault.

If you are required to return the product, please make sure you package your products adequately to prevent damage. We do not accept liability for returned packages which are damaged during transit.

Your 12 month warranty is only valid if you have a valid proof of purchase. If the item was not purchased directly from the Joseph Joseph website, please contact the retailer which the product was purchased from for returns, exchanges and refunds.

This does not affect your statutory rights.

Website: <http://www.josephjoseph.com/en-us/>