

How do I make a warranty claim?

Cuisinox Warranty Performance:

In the event of any malfunction or defect covered under this warranty, Cuisinox will only be obligated, at Cuisinox's option, to repair the defective part or unit or furnish a new or reconditioned part or unit in exchange for the part or unit that is defective. Cuisinox also reserves the right to discount the wear of the defective product off of the purchase price of a new item. Written notice of any malfunction or defects must be given within 10 days of the time malfunction or defect is discovered.

Acts Invalidating Warranty:

(1) Products which have been subjected to alteration, misuse, negligence or accidents, or abrasion.

(2) Products used in commercial establishments.

Repaired or replaced items carry only the unexpired portion of the warranty. Cuisinox is not responsible for the transportation costs for the return of any product or part to or from Cuisinox.

Dupont Platinum non-stick:

Dupont non-stick surfaces are "tough and long-lasting" but not scratch proof. Our warranty does not cover damages to the non-stick surface resulting from misuse, accidents or alterations to the product. Discoloration or damage to the non-stick surface caused by overheating is also not covered by any warranties. Please use heat resistant plastic, silicone, or wooden utensils when cooking on all non-stick surfaces. All pans with a non-stick cooking surface are not suitable for oven use.

Send us a brief an email describing the item's malfunction to: **info@cuisinox.com** along with clear high defenition images of your sales receipt, the item's defect, and wide shots of the whole item. A representative from Cuisinox will then contact you.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.