

Warranty Information

Since Korkmaz has adopted unconditional customer satisfaction, every product you purchase is under Korkmaz warranty.

You must keep the Warranty Certificate and invoice. For some products, the warranty certificate is on the box, for some products it is inside the box. If the warranty certificate is lost, the relevant brand will not send an additional warranty certificate.

Dinnerware sets have a 2-year warranty from the invoice date, provided that the terms of use are followed.

Broken or missing parts of the dinner sets will be replaced free of charge upon delivery. If parts are missing or broken, you must contact us at 0216 364 62 97 or 444 01 47 within 15 days from the delivery date.

Our products in the Kitchen Accessories category have a 2-Year warranty.

Products in the Steel Pot, Teapot and Coffee Pot category have a 4-year warranty against rust. (The points to be considered when using steel products are stated below.) Product handles have a 2-year warranty.

Our products in the Small Home Appliances category have a 2-Year warranty.

Granite Pots have a 2 Year warranty.

Accessory parts used in the products are not covered by the warranty. (Broom hoses, sweeping heads, filters, blender blades, etc.)

If the product malfunctions within the warranty period, the repair period is a maximum of 20 business days.

Malfunctions caused by the use of the product contrary to the instructions in the user manual (breaks, cracks, scratches, paint loss due to impact, etc.) are not covered by the warranty.

Warranty documents for products that are not stamped and signed by the seller and do not have an invoice are invalid.

Product shipments must be made by contracted CARGO.

Situations Not Covered by Warranty

-Deformations that may occur as a result of using inappropriate chemicals and cleaning tools (hard surface sponges) on the products (color changes in the paint, rust, darkening, corrosion, scratches, breaks, etc.)

-Products coming into direct contact with fire

- Deterioration that may occur due to not following the product instructions for use
- Products are not intervened in by persons other than KORKMAZ AUTHORIZED SERVICE for any reason.
- Scratches that occur during use and storage conditions

If you want to use your steel products for a long time without any problems, it is in your best interest to pay attention to the following points.

- We recommend that you clean your steel products with appropriate cleaning products (KORKMAZ steel cleaning). If the products are washed in the dishwasher, make sure that there is no salt leakage from the salt cap of your dishwasher. Salt can cause deterioration and rust on metal surfaces.
- Placing the dishes into the dishwasher without proper draining and with food residues (pickle juice, cooking juices, etc.) and waiting for washing for a long time (2-3 days) may cause rust.
- If the ground line in the socket to which the dishwasher is plugged is weak or missing, the static electricity generated inside the machine may cause corrosion on the surface of metal items.
- Previously rusted kitchen utensils may have been washed in the existing dishwasher, or there may have been rust in the baskets, or rust residues that may come from the plumbing water may migrate to other stainless steel surfaces during washing, and the rust on a rusty item may cause rust to form on those surfaces.
- Using intense cleaning agents (such as bleach) may damage the protective layer on the metal surface and cause rust over time.
- Especially misuse of knives (for purposes such as opening cans) may cause rust due to damage to the protective layer on their tips.
- Steel products must be dried immediately after washing. Products left wet, damp or without drying may cause staining and rust over time.
- Your steel products should be kept away from environments and surfaces that may cause moisture, and should not be stored in anything that may create moisture.