



WARRANTY
TERMS & CONDITIONS AND REGISTRATION

Products are designed for in-home use only under normal/practical cooking condition(s)/use and care. BergHOFF will replace, or repair any product found defective in manufactured material, or workmanship. Subject to the following terms and conditions:

To claim warranty purchase must be registered within two weeks of purchase date by completing the Warranty Registration Form found at <https://warranty.berghoffusa.com>.

Our warranty is limited to the original US customer, with proof of purchase and is non-transferable. The warranty only covers products purchased new from BergHOFF or BergHOFF's authorized sellers within the United States. Warranty applicable to production or material faults, which are examined by our internal quality department.

The warranty does not cover any type of wear and tear. Knobs, glass lids, handles and coatings are not covered under any type of warranty.

This warranty does not apply if the use and care instructions published in our literature have not been followed.

The warranty does not cover **neglect, misuse, abuse, accidents, overheating, excessive heat, burning, improper storage, use of metal or improper utensils, abrasion of surfaces, improper cleaning, lack of seasoning, commercial or dishwasher use.**

This warranty does not cover stains, discoloration, scratch marks, dents, and natural loss of nonstick properties due to wear and tear.

Cosmetic blemishes, surface imperfections and other changes in appearance may occur over time. This is normal wear and tear which should not affect performance and is not covered by our limited lifetime warranty.

Placing any Nonstick Cookware in any type of **dishwasher** will void warranty. The chemicals used over a period will affect the surface of the pan and therefore will null and void the warranty.

Any item found with a manufacturer's defect will be repaired or replaced at the manufacturer's discretion. Should the defective item no longer be available for whatever reason, an item of similar function and value will be substituted. BergHOFF reserves the right to charge shipping and handling costs for all valid warranty claims as shipping is not included in the warranty.

In the event the product is received with visible damage please report it immediately to the company from which the product was originally purchased. All packaging material, boxes, labels, etc. must be included. Inspections must be made by all necessary parties. Please note that BergHOFF will assist with any claim, but BergHOFF cannot be held responsible for damage(s) caused by any freight carrier at any time.

Wood, Glass, Stemware, Stoneware, Spares Products:

The only warranty, expressed or implied, is a 30-Day warranty against defects in material and workmanship. This warranty does not apply to damages which may result from accidental, intentional, or neglect, damage, normal wear and tear, unauthorized repair, misuse of product, exposure to extremes in temperature, humidity, alteration or abuse of the product.