

Warranty & Return Information

We've put everything you need to know about warranty and returns in one page. If your question is not listed or you're not sure about something, please feel free to [contact us](#) directly. We're always happy to help!

What is GROSCHE's warranty policy?

We offer a one-year warranty on any manufacturing defects. The warranty does not cover breakage of glass due to use or mishandling.

We also offer a lifetime warranty against clouding of our borosilicate glass products. If you have any other questions or concerns please feel free to [contact us](#)!

What if I don't like what I bought?

We stand behind our products 100%. If you don't like it, simply [contact us](#) to let us know if you would like an exchange or refund, and we will give you the return address to ship it to. As soon as we get the product back, we will refund you 100% of the original purchase price.

How much do returns cost?

We offer free returns from Canada and the United States for orders over \$50. There is no restocking fee for approved returns. Please contact us before sending any products back so we can be on the lookout for it and credit your order as soon as we get it.

What are the conditions for returning a product?

The item should be unused, complete and in its original packaging. Also, make sure to include all manuals and accessories.

What if I broke a part of what I bought? Do you have spares?

Yes! We carry spare parts for almost all of our products, subject to stock availability. Please contact us with what you need and we will be happy to help you get your coffee and tea gear back in action.

How does the return process work?

[Please always contact us](#) before sending your product back so that we are aware of the shipment and can let you know how everything works.