Warranty

Caraway® Limited Warranty (US Only)

Caraway warrants to repair or replace any product manufactured by Caraway and purchased directly from Caraway or Caraway's authorized retailers if it is found defective in material, construction, or workmanship under normal non-professional use, and following instructions for care for a period of one year from the date of purchase. This Limited Warranty is valid only in the United States.

Should your product require warranty service, please contact us at hello@carawayhome.com for a warranty evaluation. Upon approval of your claim, Caraway will repair or replace the item without charge. You may then return the product properly packaged and postage prepaid along with your proof of purchase, name, address, telephone number, and a description of the claimed defect. If the replacement product is no longer available, one of equal or greater retail value will be given. Replacement products may be provided in a color different from the product you originally purchased. Caraway shall not be obliged to replace any product which is not accompanied by a valid proof of purchase.

Exclusions

This warranty does not cover:

a. Abuse, commercial use, or other non-consumer use, neglect, abnormal wear or tear, overheating, or any use not in accordance with the product instructions

b. Cosmetic damage, such as scratches, dents, dings, scuffs, stains, discoloration, color changes, minor paint chips, normal wear and tear, or other nonfunctional changes in the appearance of the product that occur during normal handling and use of Cookware by any party and which do not impair the functionality of the product as intended

c. Damage due to improper storage

d. Any accident caused by fire, flood, natural occurrences etc

e. Commercial, professional, or workplace use

f. Any glass or porcelain in the product

g. Interior and exterior coating damage due to improper storing, excessive heat, or metal or sharp utensils

h. Damage arising from thermal shocks, drops, improper use, failure to follow the use and care instructions, or an unauthorized modification or repair

i. For coatings: non-stick deterioration, discoloration, warping, or metal separation due to high heat, prolonged heat exposure

j. Damage caused by the use of scouring pads, steel wool, abrasive cleaners, bleach and other similar products

k. Replacement of any non-defective components in the product (for example, if you purchase products with multiple components and only one component is defective, then we will only replace the defective component).

This warranty is limited to the original US consumer, or in the case of a gift, the original US recipient of the product, with proof of purchase and is not transferable. If the product was not purchased new from the Caraway or an authorized dealer, distributor, reseller within the United States, this warranty is null and void.

Caraway reserves the right to utilize comparable reconditioned, refurbished, repaired, or re-manufactured products or parts in the warranty repair or replacement process. Such products and parts will be comparable in function and performance to an original product or part and warranted for the remainder of the original warranty period.

Disclaimer, Limitation on Liability

To the extent permissible by applicable law, the product is provided “as is” and this warranty is your sole and exclusive remedy with respect to the product.

Caraway’s sole and exclusive liability under this US warranty, and the US consumer’s sole and exclusive remedy, is limited to the repair or replacement of the defective product. To the maximum extent permitted by applicable law and except as set forth in this limited warranty, in no event will Caraway or its suppliers be liable for procurement of substitute products or other special,

incidental, consequential, or indirect damages arising out of or related to the product or its use by you or any third party. In no event will Caraway's total liability exceed the purchase price paid by the consumer for the product(s) at issue giving rise to such liability. Any oral or written description of a product is for the sole purpose of identifying it and shall not be construed as an express warranty.

This warranty (US only) gives you specific legal rights, and you may also have other rights which vary from state to state, or country to country.