

TEFAL LIMITED GUARANTEE

COOKWARE/BAKEWARE/PRESSURE COOKERS

The TEFAL guarantee

TEFAL frying pans and saucepans, kitchen utensils and pressure cookers along with their accessories are guaranteed by TEFAL against any material or manufacturing defect, for **2 years** from the date of purchase or delivery date, in the country of purchase. In the event of a problem, the user must contact their local TEFAL Customer Services, details available in their product instructions, or on packaging, or in the corresponding Country List published in the Guarantee section on www.tefal.com. Once the product has been received and the guarantee and defect have been confirmed, a new product or equivalent will be sent in exchange, or a repair will be carried out in the case of pressure cookers. Under the terms of this guarantee TEFAL has no further obligations other than to replace a faulty product.

Exclusions

This commercial guarantee does not cover damage arising from shocks, improper use, failure to follow the instructions for use and maintenance, or as a result of an unauthorised modification or repair. It also does not include normal product wear and tear, nor the following cases:

- overheating, prolonged exposure to the heat from a flame or when empty
- any accident caused by fire, flood, etc...
- professional use or in the workplace
- products knocked or dropped
- damage from thermal shocks
- stains, discoloration or scratches on the inside or outside
- dust or insects getting inside the product
- regular replacement of consumable parts (seals, batteries ...)
- any glass or porcelain ware in the product

Details of the non-stick cookware guarantee

The non-stick coating is also guaranteed for 2 years against blistering and peeling. This guarantee does not cover sticking or damage caused by incorrect use nor in the cases as listed above. TEFAL guarantees that the non-stick coating complies with regulations covering materials in contact with food.

Additional stainless steel guarantee (limited to products with the star(s) engraved on the base)

TEFAL stainless steel products identified by a ★ or ★★ marking engraved on the bottom of the pan or pot, have a 5 year guarantee for (★) or a 10 year guarantee for (★★) from the date of purchase or delivery date, against any faulty materials or workmanship **related to the stainless steel material** provided the product is used in accordance with the manufacturer's recommended product instructions. This guarantee does not include any damage due to inappropriate use or resulting from knocks, falls, yellow or blue discolouration or in other exclusion cases listed above in the TEFAL guarantee.

Additional guarantee for Jamie Oliver products made of stainless steel

Jamie Oliver by TEFAL stainless steel products have a 10 year guarantee from the date of purchase or delivery date, against any faulty materials or workmanship **related to the stainless steel material** provided the product is used in accordance with the manufacturer's recommended product instructions. This guarantee does not include any damage due to inappropriate use or resulting from knocks, falls, yellow or blue discolouration, or in other exclusion cases listed above in the TEFAL guarantee.

Specific for the Ingenio-5 range (as stated on the product packaging): characteristics to the guarantee for the *INGENIO-5* removable handle

The *Ingenio-5* removable handle is guaranteed by TEFAL for **10 years**, from the date of purchase, against any material or manufacturing defect.

Special exclusions for the *Ingenio-5* removable handle:

- Use with a recipient of a brand other than TEFAL
- Burns caused by gas flame
- Use in an oven
- Cleaning in a dishwasher
- Use for lifting a load greater than 10 kg

Additional pressure cooker guarantee

TEFAL pressure cookers may be brought/sent directly to a TEFAL Authorized Service Partner (list & addresses available on www.tefal.com) for repair during & after the guarantee.

TEFAL pressure cookers have a 10 year extended guarantee from the date of purchase or delivery date, against any faulty materials or workmanship **related to the pot or any premature damage of the metal base** provided the product is used in accordance with the manufacturer's recommended product instructions. This guarantee does not include any damage due to inappropriate use or resulting from knocks, falls or by placing the product in the oven.

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It should be noted that the normal life of the gasket, pressure control, valves, handles or locking indicator seal is limited. These parts are excluded from this 10 year guarantee and will require periodic renewal. Accessories such as the basket, trivet, timer (where applicable) and steam plate are guaranteed for 2 years only.

Consumers' Rights and additional information

This TEFAL commercial guarantee does not affect the statutory rights a consumer may have or those rights that cannot be excluded or limited, nor rights against the retailer from which the consumer purchased the product. This guarantee gives a consumer specific legal rights, and the consumer may also have other legal rights which vary from State to State or Country to Country. The consumer may assert any such rights at his sole discretion. For details please consult www.tefal.com. If you have any queries please contact our customer relations team first for expert help and advice.