

TEFAL/T-FAL* GUARANTEE
for Accessories, Spare parts, Kitchen utensils, Drink conservation
and Food conservation boxes

 : www.tefal.com

Accessories, consumables and end-user replaceable parts can be purchased, if locally available, as described on the TEFAL/T-FAL internet site www.tefal.com

The Guarantee

TEFAL/T-FAL guarantees its original accessories, spare parts and utensils against any manufacturing defect in materials or workmanship for 2 years, starting from the initial date of purchase or delivery date, with the exception of the spare parts that require specific tooling or technical know-how to fit, which will have only a 3 month commercial guarantee.

This commercial manufacturer's guarantee covers all costs related to restoring the proven defective product so that it conforms to its original specifications, through the repair or replacement of any defective part and the necessary labour. At TEFAL/T-FAL's choice, a replacement product may be provided instead of repairing a defective product. TEFAL/T-FAL's sole obligation and your exclusive resolution under this guarantee are limited to such repair or replacement.

Special guarantee extension for Food Conservation boxes

Food conservation boxes guarantee is extended from 2Y to 30Y, without affecting conditions and exclusions as described in this document.

Special guarantee extension for Drink Conservation

Thermo mugs, thermo jugs and thermo flasks guarantee is extended to 5 years without affecting conditions and exclusions as described in this document.

Special guarantee extension for Manual Choppers

The guarantee for manual choppers is extended to 10 years on the mechanism, without affecting the conditions and exclusions described in this document.

Special guarantee for Plastic Food storage boxes and insulated pots

The guarantee for plastic food storage boxes is extended to 30 years, and to 5 years for insulated pots (pitchers and teapots), from the date of purchase.

Conditions & Exclusions

TEFAL/T-FAL shall not be obliged to repair or replace any product which is not accompanied by a valid proof of purchase. After calling the appropriate TEFAL/T-FAL Consumer Contact Centre and obtaining an approval for return, the product must be adequately packaged and returned, by recorded delivery (or equivalent method of postage), to TEFAL/T-FAL. Following confirmation of the defective product, TEFAL/T-FAL will either send back a repaired product or a new one. Non defective parts will be sent back to the claimant at his request and at his cost.

In order to offer the best possible after-sales service and constantly improve customer satisfaction, TEFAL/T-FAL may send a satisfaction survey to all customers who have had their product repaired or exchanged by a TEFAL/T-FAL authorised service centre. This commercial guarantee applies only for products purchased and used for domestic purposes and will not cover any damage which occurs as a result of misuse, negligence, failure to follow TEFAL/T-FAL instructions, or a modification or unauthorised repair of the product, faulty packaging by the owner or mishandling by any carrier. **It also does not cover normal wear and tear, maintenance or replacement of consumable parts**, or the following:

- using the wrong type of water or consumable
- damages or poor results specifically due to wrong voltage or frequency as stamped on the product ID or specification
- scaling (any de-scaling must be carried out according to the instructions for use)
- accidents including fire, flood, thunderbolt etc
- mechanical damages, overloading
- damage to any glass or porcelain ware in the product
- professional or commercial use
- stains, discolouration, colouring of the plastic with some age, or scratches
- use in an oven (except products specifically designed for this)
- if the product is knocked or dropped
- burns caused by exposure to heat or flame
- cleaning in a dishwasher (except products specifically designed for this)
- damage from thermal shocks

Consumer Statutory Rights

This TEFAL/T-FAL 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.

** TEFAL household appliances appear under the T-FAL brand in some territories like America and Japan. TEFAL/T-FAL are registered trademarks of Groupe SEB.*