

ALL-CLAD LIMITED WARRANTY for accessories & spare parts

Accessories and end-user replaceable parts can be purchased, if locally available, as described on the ALL-CLAD internet site www.all-clad.com

The Limited Warranty

ALL-CLAD Metalcrafters, LLC (“All-Clad”) warrants that its original accessories and spare parts will be free from any manufacturing defect in materials or workmanship for 1 year (excluding Specialized Spare Parts which have a 3 month warranty), starting from the initial date of purchase by you, the original purchaser, from All-Clad or an All-Clad authorized retailer or delivery date (when the product is bought online). Specialized Spare Parts are spare parts that require specific tooling or technical know-how to fit.

All-Clad will repair or replace any defective part and pay for the necessary labor to restore the defective part to its original specifications without charge. At All-Clad’s choice, a replacement product may be provided instead of repairing a defective part. All-Clad’s sole obligation and your exclusive resolution under this warranty are limited to such repair or replacement.

Conditions & Exclusions

All-Clad shall not be obliged to repair or replace any accessory or spare part which is not accompanied by a valid proof of purchase by the original purchaser from All-Clad or an All-Clad authorized retailer.

Because All-Clad is unable to control the quality of All-Clad products (including accessories and spare parts) sold by unauthorized sellers, unless otherwise prohibited by law, this warranty does not cover All-Clad products (including accessories and spare parts) purchased from unauthorized retailers.

After calling the appropriate All-Clad consumer contact center (listed below) and obtaining an approval for return, the product must be adequately packaged and returned, by recorded delivery (or equivalent method of postage), to All-Clad at the address mentioned below. Following confirmation of the defective product, All-Clad will either send back a repaired product or a new one. Non-defective parts will be sent back to you at your request and at your cost.

In order to offer the best possible after-sales service and constantly improve consumer satisfaction, All-Clad may send a satisfaction survey to all consumers who have had their product repaired or exchanged by an All-Clad authorized service center.

This warranty applies only for products used for domestic purposes and will not cover any damage which occurs as a result of misuse, negligence, failure to follow All-Clad instructions, a modification or unauthorized 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, and the following:

- products purchased from unauthorized sellers

- 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, or other catastrophic event
- mechanical damages, including overloading
- ingress of water, dust, or insects into the product (excluding appliances with features specifically designed for insects)
- damage to any glass or porcelain ware in the product
- professional, workplace, or commercial use
- stains, discoloration, 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

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE STATED HEREIN. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO ALL-CLAD ORIGINAL ACCESSORIES AND SPARE PARTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

UNDER NO CIRCUMSTANCES SHALL ALL-CLAD BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Consumer Statutory Rights

This All-Clad warranty does not affect the statutory rights you may have or those rights that cannot be excluded or limited, nor rights against the retailer from which you purchased the product. This warranty gives you specific legal rights, and you may also have rights which vary from state to state. You may assert any such rights in your sole discretion.

Contact Information for warranty claims

U.S.A.	GROUPE SEB USA 2121 Eden Road Millville, NJ 08332 1-800-255-2523	CANADA	GROUPE SEB CANADA 36 Newmill Gate Unit 2 Toronto, ON M1V 0E2 1-800-418-3325
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www.all-clad.com/ www.all-clad.ca