

BergHOFF International 5-Year Limited Warranty

Your BergHOFF product is covered by a 5-year limited warranty from the date of purchase to the original owner.

BergHOFF International guarantees to replace or repair any product found defective in material, construction, or workmanship under normal household use. This excludes damage from misuse, overheating or abuse, dropping of the utensil or cookware, or intentional breaking. Minor imperfections like steel bluing, dents and scratches may show in stainless but do not affect the performance of the product and are not covered under this limited warranty.

For all valid warranty claims, a \$10 charge (per item) will be assessed for U.S. customers and a \$15 charge (per item) for Canadian customers. This expense is used to offset shipping costs related to your warranty claim and is subject to change from time to time.

In the event you receive your product and damage is observed, please report it immediately to the company from which you purchased the product. Be sure to keep all packing material, boxes, labels, etc. until inspections have been made by all necessary parties. Please note that while BergHOFF will assist you with your claim against a transport company, we cannot be held responsible for damage caused by the freight carrier.

To register your product for warranty, visit [www. http://www.warranty.berghoffusa.com](http://www.warranty.berghoffusa.com) and complete the requested information. In the event that you have a valid warranty claim, please email a picture of the product clearly showing the damaged or defective area, a copy of your sales receipt, the nature of your claim, and your complete mailing information (full name, address, and phone number) to cs@berghoffusa.com to obtain a valid Return Merchandise Authorization (RMA) number. A valid RMA number must be clearly denoted on your package or risks being returned, postage collect to the sender.



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For all valid warranty claims, a \$7 charge (per item) will be assessed for U.S. customers and a \$10 charge (per item) for Canadian customers. This expense is used to offset shipping costs related to your warranty claim and is subject to change from time to time.

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