CAST IRON WARRANTY



OUR WARRANTY

Your BergHOFF cast iron cookware is covered by a limited lifetime warranty that protects against defects in materials and workmanship that are found under normal household use. This means as long as you follow the care and use instructions, your cookware is protected.

If your product is found to be defective, we will replace it free of charge. If it is no longer in production, we will replace it with a similar product of equal value. Please note that while we aim to replace items as closely as possible, we cannot guarantee an exact match in colour or style.

WHAT IS NOT COVERED

This warranty does not cover damage caused by misuse, abuse, commercial or non-consumer use, neglect, or overheating. General wear and tear such as surface marks, chips, or discolouration from regular use are considered normal and are not covered.

Incidental or consequential damages such as the cost of replacing other property, loss of time or use are not covered under this warranty.

Your cookware must be purchased new by the original retail purchaser or received new and unused as a gift. If the product is sold or transferred, the warranty becomes void.

This warranty is limited and does not extend any implied warranties that may be provided. However, you may have additional rights depending on your location.

HOW TO MAKE A CLAIM

To return defective cookware, you must first contact our Customer Care Centre. Once received, ship the item along with your return address, and a brief note explaining the defect.

BergHOFF® is not responsible for lost or damaged items in transit. Warranty claims usually take 2 to 4 weeks to process.