EUROCAST WARRANTY



OUR WARRANTY

Our warranty is valid for 5 years, and is designed for items to be used in the home only. In order for your warranty to be valid, please ensure that you activate your warranty within two weeks of purchase. Any item with a defect will be repaired or replaced at our discretion - if it is no longer available, it will be replaced with an item that has a similar function and value.

WHAT IS NOT COVERED

Your warranty only covers manufacturing defects, damage caused by human error is not covered by your warranty. This means that issues involving neglect, misuse, abuse, accidents, overheating, discolouration, stains, exterior scratch marks, dents, natural loss of non-stick properties due to wear and tear, damage caused by metal utensils and cookware that has been placed in the dishwasher, are not covered by your warranty.

Over time, you may notice surface imperfections - this is normal wear and tear and will not affect the performance of your cookware. It is also important to note that discolouration can occur due to a build up of burnt food and oils which can create a barrier between your cookware and food, causing things to stick - this is not a manufacturing problem and should be removed to restore the non-stick.

Glass lids are not covered by your warranty, and placing your cookware in the dishwasher will void your guarantee. Please only use soapy water and a damp cloth, and follow the guidance laid out in our pan care guide.

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