



COMMERCIAL GUARANTEE

We offer you a lifetime guarantee on your GreenPan product to cover manufacturing defects and defective material. The guarantee on the ceramic non-stick coating is nevertheless limited to five years from the purchase date of your product. The guarantee is only valid if you use the product for domestic use and in conformity with the maintenance and user instructions. Defects caused by negligence, misuse and professional use will therefore not be considered manufacturing or material defects. The same applies to the consequences of normal wear and tear (for example, discolouration and scratches).

If your product shows a defect during the warranty period, you can contact our customer service department:

The Cookware Company Europe BVBA, for the attn. of Customer Service department, Antoon Catriestraat 12, 9031 Drongen, Belgium.

Email: info@cookware-co.com

Along with your request, please describe the defect and attach a copy of the proof of purchase. Please also include your contact details so that we can contact you. We reserve the right to request additional information (for example, pictures of the product) or a product return in order to process your request.

If your product shows a defect that is covered by this guarantee, we will replace or repair it free of charge. If the product is no longer available, we reserve the right to replace it with an equivalent product.

This guarantee is without prejudice to the rights you may have based on the applicable national legislation (for example, concerning the sale of consumer goods) and these may vary from country to country.

You can contact our customer service department if you wish to receive a copy of this guarantee policy by email.