

## Le Creuset products Guarantee

Since 1925 Le Creuset has been renowned as the pioneer of colourful cookware. Creativity and originality are values that have been fundamental to our design and manufacturing processes for nearly 100 years. We want all our customers to share in an authentic Le Creuset experience, which can only be found in our stores or at one of our authorised retail partners.

Please be aware of websites that try to imitate our brand, by either copying our products or portraying themselves as an authorised Le Creuset retailer by displaying our logo or copyrighted imagery.

When purchasing a Le Creuset product, please pay careful attention to the website you are buying it from. For example, if the value seems extraordinary and you are unsure as to the authenticity of the retailer selling our products, please reach out. You can contact us [here](#).

Used by leading chefs and keen cooks around the globe, Le Creuset cookware offers outstanding performance time after time. As we believe in giving you uncompromising quality, our product ranges come with the following guarantees.

### Cast iron

Le Creuset is proud of the workmanship in its products and guarantees its enamelled cast iron cookware, from the date of purchase, for the lifetime of the original owner, whether a self purchase or received as a gift.\*

The lifetime guarantee covers faulty workmanship and/or materials when the product is used in normal, domestic conditions and in accordance with the care and use instructions provided. It does not cover normal wear and tear, commercial use or misuse of the product.

To claim under this guarantee firmly attach to the cookware your printed name, address and nature of the complaint, together with the name of the retailer, if known.

Return it, with proof of purchase, to the retailer from which it was purchased, or to the appropriate address given for your country of residence. For customers who live in Malta, please call our friendly Customer Service team on 21257346, open from Monday to Friday, 8am - 4pm, or e-mail us at [after.sales@etv.mt](mailto:after.sales@etv.mt). ETV LTD, ETV Central Hub, Sqaq il-Qenc, Haz-Zebbug, Malta.

Defective cookware will be repaired or, if repair is not possible, replaced free of charge with a similar product or one of equivalent value if the original product is no longer in production. Please note that in the case of a set, only the faulty item will be replaced.

\* This lifetime guarantee does not affect your statutory rights.

The lifetime guarantee does not apply to cookware products with a non-stick coating.

For further details, please refer to the Le Creuset Care & Use section.

## 3-ply stainless steel

Le Creuset offers a lifetime guarantee on all 3-ply stainless steel products\*. The guarantee applies from the date of purchase for the lifetime of the original owner, whether a self purchase or received as a gift.

The guarantee covers faulty workmanship and/or materials when the product is used in normal, domestic conditions and in accordance with the care and use instructions provided. It does not cover normal wear and tear, commercial use or misuse of the product.

To claim under this guarantee firmly attach to the cookware your printed name, address and nature of the complaint, together with the name of the retailer, if known.

Return it, with proof of purchase, to the retailer from which it was purchased, or to the appropriate address given for your country of residence. For customers who live in Malta, please call our friendly Customer Service team on 21257346, open from Monday to Friday, 8am - 4pm, or e-mail us at [after.sales@etv.mt](mailto:after.sales@etv.mt). ETV LTD, ETV Central Hub, Sqaq il-Qenc, Haz-Zebbug, Malta.

Defective cookware will be repaired or, if repair is not possible, replaced free of charge with a similar product or one of equivalent value if the original product is no longer in production. Please note that in the case of a set, only the faulty item will be replaced.

The following are excluded from the terms and conditions of the guarantee:

- Damage caused by normal wear and tear, accident, misuse, abuse or commercial use.
- Scratches, stains, discolouration, corrosion or damage from overheating, to the interior or exterior of the pan. This also includes the non-stick coating.
- Consequential damage is expressly excluded from this guarantee.
- A slight yellowing of the surface can occasionally happen after heating. This is completely harmless and does not affect the performance of the pan and is therefore excluded from the guarantee.

The guarantee does not affect your statutory rights.

For further details, please refer to the Le Creuset Care & Use section.

\* 10-year guarantee on the non-stick poaching insert for the 3-ply Stainless Steel Sauté Pan.

## Toughened Non-Stick

Le Creuset offers a lifetime guarantee on its toughened non-stick products\*. The guarantee applies from the date of purchase of the original owner, whether a self-purchase or received as a gift.

The guarantee covers faulty workmanship and/or materials when the product is used in normal, domestic conditions and in accordance with the care and use instructions provided. It does not cover normal wear and tear, commercial use or misuse of the product.

To claim under this guarantee firmly attach to the cookware your printed name, address and nature of the complaint, together with the name of the retailer, if known.

Return it, with proof of purchase, to the retailer from which it was purchased, or to the appropriate address given for your country of residence. For customers who live in Malta, please call our friendly Customer Service team on 21257346, open from Monday to Friday, 8am - 4pm, or e-mail us at [after.sales@etv.mt](mailto:after.sales@etv.mt). ETV LTD, ETV Central Hub, Sqaq il-Qenc, Haz-Zebbug, Malta.

Defective cookware will be repaired or, if repair is not possible, replaced free of charge with a similar product or one of equivalent value if the original product is no longer in production. Please note that in the case of a set, only the faulty item will be replaced.

The following are excluded from the guarantee:

- Damage caused by normal wear and tear, accident, misuse, abuse or commercial use.
- Scratches, stains, discolouration, corrosion or damage from over-heating to the interior or exterior of the pan.
- Consequential damage is expressly excluded from this guarantee.

The guarantee does not affect your statutory rights.

For further details, please refer to the Le Creuset Care & Use section.

\* 10-year guarantee on the Square and Rectangular Grills, Rectangular Roaster and Paella Pan.

## **Professional Hard Anodised**

Le Creuset offers a lifetime guarantee on all Professional Hard Anodised products. The guarantee applies from the date of purchase for the lifetime of the original owner, whether a self purchase or received as a gift.

The guarantee covers faulty workmanship and/or materials when the product is used in normal, domestic conditions and in accordance with the care and use instructions provided. It does not cover normal wear and tear, commercial use or misuse of the product.

To claim under this guarantee firmly attach to the cookware your printed name, address and nature of the complaint, together with the name of the retailer, if known.

Return it, with proof of purchase, to the retailer from which it was purchased, or to the appropriate address given for your country of residence. For customers who live in Malta, please call our friendly Customer Service team on 21257346, open from Monday to Friday, 8am - 4pm, or e-mail us at [after.sales@etv.mt](mailto:after.sales@etv.mt). ETV LTD, ETV Central Hub, Sqaq il-Qenc, Haz-Zebbug, Malta.

Defective cookware will be repaired or, if repair is not possible, replaced free of charge with a similar product or one of equivalent value if the original product is no longer in production. Please note that in the case of a set, only the faulty item will be replaced.

The following are excluded from the terms and conditions of the guarantee:

- Damage caused by normal wear and tear, accident, misuse, abuse or commercial use.
- Scratches, stains, discolouration, corrosion or damage from overheating, to the interior or exterior of the pan. This also includes the non-stick coating.
- Consequential damage is expressly excluded from this guarantee.
- A slight yellowing of the surface can occasionally happen after heating. This is completely harmless and does not affect the performance of the pan and is therefore excluded from the guarantee.

The guarantee does not affect your statutory rights.

For further details, please refer to the Le Creuset Care & Use section.

## **Bakeware**

Le Creuset offers a Lifetime Guarantee on its non-stick bakeware products.

The guarantee applies from the date of purchase of the original owner, whether a self-purchase or received as a gift.

The guarantee covers faulty workmanship and/or materials when the product is used in normal domestic conditions and in accordance with the care and use instructions provided.

To claim under this guarantee firmly attach to the cookware your printed name, address and nature of the complaint, together with the name of the retailer, if known.

Return it, with proof of purchase, to the retailer from which it was purchased, or to the appropriate address given for your country of residence. For customers who live in Malta, please call our friendly Customer Service team on 21257346, open from Monday to Friday, 8am - 4pm, or e-mail us at [after.sales@etv.mt](mailto:after.sales@etv.mt). ETV LTD, ETV Central Hub, Sqaq il-Qenc, Haz-Zebbug, Malta.

Defective cookware will be repaired or, if repair is not possible, replaced free of charge with a similar product or one of equivalent value if the original product is no longer in production. Please note that in the case of a set, only the faulty item will be replaced.

The following are excluded from the guarantee:

- Damage caused by normal wear and tear, accident, misuse, abuse or commercial use.
- Scratches, stains, discolouration, corrosion or damage to the interior or exterior of the product from overheating, dishwasher use, or other misuse.
- Rusting of the rim area as described in the Care and Use information
- Consequential damage is expressly excluded from this guarantee.

The guarantee does not affect your statutory rights.

For further details, please refer to the Le Creuset Care & Use section.

## Stoneware

Le Creuset offers a 10-year guarantee on its stoneware products. The guarantee applies from the date of purchase of the original owner, whether a self-purchase or received as a gift.

The guarantee covers faulty workmanship and/or materials when the product is used in normal, domestic conditions and in accordance with the care and use instructions provided. It does not cover normal wear and tear, commercial use or misuse of the product.

To claim under this guarantee firmly attach to the cookware your printed name, address and nature of the complaint, together with the name of the retailer, if known.

Return it, with proof of purchase, to the retailer from which it was purchased, or to the appropriate address given for your country of residence. For customers who live in Malta, please call our friendly Customer Service team on 21257346, open from Monday to Friday, 8am - 4pm, or e-mail us at [after.sales@etv.mt](mailto:after.sales@etv.mt). ETV LTD, ETV Central Hub, Sqaq il-Qenc, Haz-Zebbug, Malta.

Defective cookware will be repaired or, if repair is not possible, replaced free of charge with a similar product or one of equivalent value if the original product is no longer in production. Please note that in the case of a set, only the faulty item will be replaced.

For further details, please refer to the Le Creuset Care & Use section.

## Kettle

Le Creuset offers a 5 year guarantee on its stovetop kettles. The guarantee applies from the date of purchase of the original owner, whether a self purchase or received as a gift. The guarantee covers defects in materials or manufacturing for 5 years when the product is used in normal, domestic conditions and in accordance with the care and use instructions provided. It does not cover normal wear and tear, commercial use or misuse of the product.

To claim under this guarantee firmly attach to the product your printed name, address and nature of the complaint, together with the name of the retailer, if known.

Return it, with proof of purchase, to the retailer from which it was purchased, or to the appropriate address given for your country of residence. For customers who live in Malta, please call our friendly Customer Service team on 21257346, open from Monday to Friday, 8am - 4pm, or e-mail us at [after.sales@etv.mt](mailto:after.sales@etv.mt). ETV LTD, ETV Central Hub, Sqaq il-Qenc, Haz-Zebbug, Malta.

Defective kettles will be repaired or (if repair is not possible) replaced free of charge with a similar product or one of equivalent value if the original product is no longer in production.

Le Creuset Kettles comply with EN13750 when used under normal domestic circumstances. The kettle must be removed from the heat source once it has reached boiling point and not be left simmering.

The following are excluded from the guarantee:

- Damage caused by wear and tear, accident, misuse, abuse or commercial use.

- Scratches, stains, discolouration, corrosion or damage from overheating to the interior or exterior of the kettle.
- Damage to either the hob/cooker or kettle as a result of allowing the kettle to boil dry or from over-heating following use of the boost function on an induction hob. Le Creuset will not accept liability for any damage that occurs as a result of allowing either of these to occur.
- Consequential damage is expressly excluded from this guarantee.

The guarantee does not affect your statutory rights.

For further details, please refer to the Le Creuset Care & Use section.

## **Wine Accessories**

Le Creuset offers a 10-year guarantee on its wine accessories metal collection as well as all wine accessories lever models. A 5-year guarantee is given on most of the products of the wine accessories Everyday Range. The guarantee applies from the date of purchase of the original owner, whether a self-purchase or received as a gift.

The guarantee covers faulty workmanship and/or materials when the product is used in normal, domestic conditions and in accordance with the care and use instructions provided. It does not cover normal wear and tear, commercial use or misuse of the product.

To claim under this guarantee firmly attach to the product your printed name, address and nature of the complaint, together with the name of the retailer, if known.

Return it, with proof of purchase, to the retailer from which it was purchased, or to the appropriate address given for your country of residence. For customers who live in Malta, please call our friendly Customer Service team on 21257346, open from Monday to Friday, 8am - 4pm, or e-mail us at [after.sales@etv.mt](mailto:after.sales@etv.mt). ETV LTD, ETV Central Hub, Sqaq il-Qenc, Haz-Zebbug, Malta.

Defective products will be repaired or, if repair is not possible, replaced free of charge with a similar product or one of equivalent value if the original product is no longer in production. Please note that in the case of a set, only the faulty item will be replaced.

The guarantee does not affect your statutory rights.

For further details, please refer to the Le Creuset Care & Use section.

## **Salt and pepper mills.**

Le Creuset offers a 10-year guarantee on its salt and pepper mills.

The guarantee covers faulty workmanship and/or materials when the product is used in normal, domestic conditions and in accordance with the care and use instructions provided. It does not cover normal wear and tear, commercial use or misuse of the product.

To claim under this guarantee firmly attach to the product your printed name, address and nature of the complaint, together with the name of the retailer, if known.

Return it, with proof of purchase, to the retailer from which it was purchased, or to the appropriate address given for your country of residence. For customers who live in Malta, please call our friendly Customer Service team on 21257346, open from Monday to Friday, 8am - 4pm, or e-mail us at [after.sales@etv.mt](mailto:after.sales@etv.mt). ETV LTD, ETV Central Hub, Sqaq il-Qenc, Haz-Zebbug, Malta.

Defective products will be repaired or, if repair is not possible, replaced free of charge with a similar product or one of equivalent value if the original product is no longer in production. Please note that in the case of a set, only the faulty item will be replaced.

The guarantee does not affect your statutory rights.

For further details, please refer to the Le Creuset Care & Use section.