

TEFAL LIMITED GUARANTEE

COOKWARE/BAKEWARE/PRESSURE COOKERS

The TEFAL guarantee*

TEFAL frying pans and saucepan, kitchen utensils and pressure cookers along with their accessories are guaranteed by TEFAL against any material or manufacturing defect, for **2 years** from the date of purchase or delivery date, in the country of purchase. In the event of a problem, the user must contact their local TEFAL Customer Services, details available in their product instructions, or on packaging, or in the corresponding Country List published in the Guarantee section on www.tefal.com. Once the product has been received and the guarantee and defect have been confirmed, a new product or equivalent will be sent in exchange, or a repair will be carried out in the case of pressure cookers. Under the terms of this guarantee TEFAL has no further obligations other than to replace a faulty product. TEFAL shall not be obliged to replace any product which is not accompanied by a valid proof of purchase.

Exclusions

This commercial guarantee does not cover damage arising from shocks, improper use, failure to follow the instructions for use and maintenance, or as a result of an unauthorised modification or repair. It also does not include normal product wear and tear, nor the following cases:

- overheating, prolonged exposure to the heat from a flame or when empty
- damage from thermal shocks
- stains, discoloration or scratches on the inside or outside
- regular replacement of consumable parts (seals, batteries ...)
- any accident caused by fire, flood, etc...
- any glass or porcelain ware in the product
- professional use or in the workplace
- dust or insects getting inside the product (excluding appliances with features specifically designed for insects)
- products knocked or dropped

Details of the non-stick cookware guarantee

The non-stick coating is also guaranteed for 2 years against blistering and peeling. This guarantee does not cover sticking or damage caused by incorrect use nor in the cases as listed above. TEFAL guarantees that the non-stick coating complies with regulations covering materials in contact with food.

Additional stainless steel guarantee (limited to products with the star(s) engraved on the base)

TEFAL stainless steel products identified by a ★ or ★★ marking engraved at the bottom of the pan or pot, have 5-year guarantee for (★) or a 10-year guarantee for (★★) from the date of purchase or delivery date, against any faulty materials or workmanship **related to the stainless steel material** provided the product is used in accordance with the manufacturer's recommended product instructions. This guarantee does not include any damage due to inappropriate use or resulting from knocks, falls, yellowing and blueing, or in other exclusion cases listed above in the TEFAL guarantee.

Additional guarantee for Jamie Oliver products made of stainless steel

Jamie Oliver by TEFAL stainless steel products have a 10-year guarantee from the date of purchase or delivery date, against any faulty materials or workmanship **related to the stainless steel material** provided the product is used in accordance with the manufacturer's recommended product instructions. This guarantee does not include any damage due to inappropriate use or resulting from knocks, falls, yellowing and blueing, or in other exclusion cases listed above in the TEFAL guarantee.

Specific for the Ingenio-5 range (as stated on the product packaging): characteristics to the guarantee for the *INGENIO-5* removable handle

The *Ingenio-5* removable handle is guaranteed by TEFAL for **10 years**, from the date of purchase, against any material or manufacturing defect.

Special exclusions for the *Ingenio-5* removable handle:

- Use with a recipient of a brand other than TEFAL
- Burns caused by gas flame
- Use in an oven
- Use for lifting a load greater than 10 kg
- Submerging in water
- Cleaning in a dishwasher

Specific for the LOV cast iron casserole dish range

The products of the LOV range are guaranteed for 20 years against manufacturing defects, unless specific legislation or agreements are in force in the country of purchase.

Special guarantee extension for Manual Choppers of the 5 Sec Chopper range

The guarantee for manual choppers is extended to 10 years on the mechanism, without affecting the conditions and exclusions described in this document.

Additional pressure cooker guarantee

TEFAL pressure cookers may be brought/sent directly to a TEFAL Authorized Service Partner (list & addresses available on www.tefal.com) for repair during & after the guarantee.

TEFAL pressure cookers have a 10-year extended guarantee from the date of purchase or delivery date, against any faulty materials or workmanship **related to the pot or any premature damage of the metal base** provided the product is used in accordance with the manufacturer's recommended product instructions. This guarantee does not include any damage due to inappropriate use or resulting from knocks, falls or by placing the product in the oven.

It should be noted that the normal life of the gasket, pressure control, valves, handles or locking indicator seal is limited. These parts are excluded from this 10-year guarantee and will require periodic renewal. Accessories such as the basket, trivet, timer (where applicable) and steam plate are guaranteed for 2 years only.

Consumers' Rights and additional information: This TEFAL commercial guarantee does not affect the statutory rights a consumer may have or those rights that cannot be excluded or limited, nor rights against the retailer from which the consumer purchased the product. This guarantee gives a consumer specific legal rights, and the consumer may also have other legal rights which vary from State to State or Country to Country. The consumer may assert any such rights at his sole discretion. For details, please consult www.tefal.com. If you have any queries, please contact our customer relations team first for expert help and advice.

TEFAL 有限保證

廚具/烘焙用具/高速煲

TEFAL 保證

TEFAL 煎鍋,湯鍋,廚房用具,高速煲及其附件,在產品的購買所在地,自購買日或購買交易日後之交付日起計兩(2)年內,由TEFAL提供因任何材料或工藝缺陷的保用。倘產品出現問題,用戶須聯絡當地的TEFAL客戶服務,詳細聯絡資料可見於產品說明,或產品包裝,或發佈在www.tefal.com 內頁關於“保證”項下的國家列表。在客戶服務收到產品,確認保用及產品缺陷後,將提供新產品或以同等價值的產品替換,但如果產品是高速煲,該產品將會被維修。在本保證條款內,替換缺陷產品為最終方案,在此以外,TEFAL 再無進一步責任。

TEFAL 不會維修或更換未能出示有效購買證明的產品。

排除事項

本保用證亦不包括任何因撞擊,不當使用,未有遵從使用及保養指示產生的損壞,或因未經授權的維修或更改產品所產生的損壞。保用證亦不包括正常的磨損及耗損及以下情況:

- 過度加熱,長時間持續接觸火焰熱源或空燒
- 污跡,褪色,內部或外部的刮花
- 任何由火災、水災 等引發的意外事件
- 灰塵或昆蟲進入產品(不包括專用於捕捉或驅趕昆蟲的電器)
- 專業用途或使用於工作場所
- 耗材的更換(墊圈,電池..)
- 產品被敲擊,掉落
- 任何玻璃或瓷器的耗損
- 溫度急增造成的損壞

易潔廚具保證詳情

易潔塗層保證(2)年不撲起及剝落。本保證不包括因錯誤使用或以上列舉情況造成的粘鍋或損壞。

TEFAL保證易潔塗層符合關於接觸食物材料的規定。

不銹鋼附加保證(限於底部刻有星號的產品)

TEFAL不銹鋼產品,在鍋的底部刻有★或★★號為記認,自購買日或購買交易日後之交付日起計,在符合製造商建議的產品指示下使用的產品,對其不銹鋼材料因材料或工藝上的缺陷,保用5年(有★號產品)或10年(有★★號產品)。本保證不包括因不當使用,或撞擊,掉落,變黃及藍化造成的損壞,或其他在上述

TEFAL排除事項內列舉的情況。

Jamie Oliver不銹鋼產品附加保證

Jamie Oliver TEFAL不銹鋼產品,自購買日或購買交易日後之交付日起計,在符合製造商建議的產品指示下使用的產品,對其不銹鋼材料因材料或工藝上的缺陷,保用

10年。本保證不包括因不當使用,或撞擊,掉落,變黃及藍化造成的損壞,或其他在上述TEFAL排除事項內列舉的情況。

Ingenio 第五代系列特有(印於產品包裝上):可拆式手柄保用特點

Ingenio 第五代可拆式手柄由TEFAL保用10年,自購買日起算,任何材料與製造上的缺陷均在保用範圍內。

Ingenio 第五代可拆式手柄特殊排除事項:- 使用於TEFAL之外的其他品牌內裝容器

- 瓦斯造成的灼燒
- 在焗爐,烤箱內使用
- 放入洗碗機內清洗
- 用來提起超過10公斤的負重
- 被浸進水中

專用于 LOV 铸铁砂锅系列产品

除非购买国有特定的立法或协议, LOV系列产品对于制造缺陷有20年的保证。

5秒手动切碎器系列的特殊延保

手动切碎器机构的保修期延长至10年,不影响本文件中描述的条件和免除。

高速煲的附加保證

TEFAL高速煲在保養期內及以後,可以直接送交TEFAL授權的服務中心維修(服務中心列表及地址見於www.tefal.com)。

TEFAL高速煲,自購買日或購買交易日後之交付日起計,在符合製造商建議的產品指示下使用的產品,對鍋身因材料或工藝缺陷或底部金屬的提前損壞,保用10年。本保證不包括因不當使用,或撞擊,掉落,或將產品置於焗爐,烤箱內造成的損壞。

請注意墊圈,壓力操控,氣閥,手柄或安全鎖緊指示條封的正常壽命期限。這些配件並不在(10)年保證範圍之內,並必須定期更換。附件例如蒸炸籃,腳架,計時器(如適用)及蒸盤保用期僅為(2)年。

消費者權利及附加資訊

本TEFAL保證並不影響消費者法定權利,這些權利不被排除或局限,亦不影響消費者對購自該產品的零售商的消費者權利。本保用證給予消費者特定合法權益,而消費者在不同州份或國家,或可享有其他合法權利。消費者可根據個人判斷維護任何有關權利。如需詳細資料,可瀏覽www.tefal.com。如需要,請先聯絡客戶服務查詢專業建議或協助。

TEFAL有限保证

厨具/烘焙用具/高速煲

TEFAL 保证

TEFAL煎锅,汤锅,厨房用具,高速煲及其附件, 在产品的购买所在地, 自购买日或购买交易日后之交付日起计两(2)年内, 由TEFAL提供因任何材料或工艺缺陷的保用。

倘产品出现问题, 用户须联络当地的TEFAL客户服务, 详细联络资料可见于产品说明,或产品包装,或发布在www.tefal.com 内页关于“保证”项下的国家列表。在客户服务收到产品,确认保用及产品缺陷后, 将提供新产品或以同等价值的产品替换, 但如果产品是高速煲, 该产品将会被维修。在本保证条款内, 替换缺陷产品为最终方案, 在此以外, TEFAL 再无进一步责任。

排除事项

本保用证亦不包括任何因撞击,不当使用,未有遵从使用及保养指示产生的损坏, 或因未经授权的维修或更改产品所产生的损坏。保用证亦不包括正常的磨损及耗损及以下情况:

- 过度加热, 长时间持续接触火焰热源或空烧
- 污迹,褪色, 内部或外部的刮花
- 任何由火灾、水灾等引发的意外事件
- 灰尘或昆虫进入产品 (不包括专用于捕捉或驱赶昆虫的电器)
- 专业用途或使用于工作场所
- 耗材的更换(垫圈, 电池..)
- 产品被敲击, 掉落
- 任何玻璃或瓷器的耗损
- 温度急增造成的损坏

易洁厨具保证详情

易洁涂层保证(2)年不扑起及剥落。本保证不包括因错误使用或以上列举情况造成的粘锅或损坏。本保证不包括因错误使用或以上列举情况造成的粘锅或损坏。

不锈钢附加保证(限于底部刻有星号的产品)

TEFAL不锈钢产品, 在锅的底部刻有★或★★号为记认, 自购买日或购买交易日后之交付日起计, 在符合制造商建议的产品指示下使用的产品, 对其不锈钢材料因材料或工艺上的缺陷, 保用5年(有★号产品)或10年(有★★号产品)。本保证不包括因不当使用, 或撞击, 掉落, 变黄及蓝化造成的损坏, 或其他在上述TEFAL排除事项内列举的情况。

Jamie Oliver 不锈钢产品附加保证

Jamie Oliver TEFAL不锈钢产品,自购买日或购买交易日后之交付日起计, 在符合制造商建议的产品指示下使用的产品, 对其不锈钢材料因材料或工艺上的缺陷, 保用10年。本保证不包括因不当使用, 或撞击, 掉落, 变黄及蓝化造成的损坏, 或其他在上述TEFAL排除事项内列举的情况。

Ingenio 第五代系列特有(印于产品包装上): 可拆式手柄保用特点

Ingenio 第五代可拆式手柄由TEFAL保用10年, 自购买日起算, 任何材料与制造上的缺陷均在保用范围内。

Ingenio 第五代可拆式手柄特殊排除事项:

- 使用于TEFAL之外的其他品牌内装容器
- 放入洗碗机内清洗-用来提起超过10公斤的负重
- 瓦斯造成的灼烧-在焗炉, 烤箱内使用

专用于 LOV 铸铁砂锅系列产品

除非购买国有特定的立法或协议, LOV系列产品对于制造缺陷有20年的保证。

5秒手动切碎器系列的特殊延保

手动切碎器机构的保修期延长至10年, 不影响本文件中描述的条件和免除。

高速煲的附加保证

TEFAL高速煲在保养期内及以后, 可以直接送交TEFAL授权的服务中心维修(服务中心列表及地址见于www.tefal.com)。

TEFAL高速煲, 自购买日或购买交易日后之交付日起计, 在符合制造商建议的产品指示下使用的产品, 对锅身因材料或工艺缺陷或底部金属的提前损坏, 保用10年。本保证不包括因不当使用, 或撞击, 掉落, 或将产品置于焗炉, 烤箱内造成的损坏。

请注意垫圈, 压力操控, 气阀, 手柄或安全锁紧指示条封的正常寿命期限。这些配件并不在(10)年保证范围之内, 并必须定期更换。附件例如蒸炸篮, 脚架, 计时器(如适用)及蒸盘保用期仅为(2)年。

消费者权益及附加资讯

本TEFAL商业保证并不影响消费者法定权利, 这些权利不被排除或局限, 亦不影响消费者对购自该产品的零售商的消费者权益。本保用证给予消费者特定合法权益, 而消费者在不同州份或国家,或可享有其他合法权利。消费者可根据个人判断维护任何有关权利。如需详细资料, 可浏览 www.tefal.com。如需要, 请先联络客户服务查询专业建议或协助。