

## 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](http://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
- stains, discoloration or scratches on the inside or outside
- any accident caused by fire, flood, etc...
- professional use or in the workplace
- products knocked or dropped
- damage from thermal shocks
- regular replacement of consumable parts (seals, batteries ...)
- any glass or porcelain ware in the product
- dust or insects getting inside the product (excluding appliances with features specifically designed for insects)

#### 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

#### 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](http://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](http://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](http://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

### 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](http://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](http://www.tefal.com)。如需要,請先聯絡客戶服務查詢專業建議或協助。