

## **LIMITED LIFETIME WARRANTY**

All products of Fissler America, Inc. (“Fissler”) are meticulously manufactured with high-quality materials and processes. The quality of our products is checked several times during the manufacturing process and upon completion, all Fissler products are subject to a stringent final check prior to shipping. To assure our customers of the high quality of our products, Fissler offers the following limited warranty on all Fissler pressure cookers, pots, pans, roasters, and woks (the “Product”):

### **Express Warranty:**

Subject to the limitations set forth below, Fissler warrants to the original retail purchaser of a Product from its authorized retailers in the United States that its pressure cookers, pots, pans, roasters, and woks are free from defective workmanship and materials for as long as the original retail purchaser owns the Product.

Subject to the limitations set forth below, Fissler warrants to the original retail purchaser of kitchen accessories, knives and kettles from its authorized dealers in the United States that its kitchen accessories, knives and kettles are free from defective workmanship and materials for a period of two (2) years from the date of original retail purchase.

### **Exceptions to Warranty:**

This warranty does not cover defects or failures caused by:

1. Damage due to using the Product on high heat for an extended period of time, including, but not limited to, warping, overheating, or pitting. Leaving cookware empty on a heated burner may cause the metals to separate, to melt or to burn causing unrepairable damage;
2. Mechanical damages (e.g., scratches) resulting from, but not limited to, using commercial cleaners or dishwashers, scouring pads, steel wool, abrasive cleansers or bleach;
3. Damage caused by use of the item in a commercial kitchen;

4. Damage caused by failure to follow the use and care instructions, including, but not limited to, damage from misuse or abuse, such as improper cleaning, neglect, accident, alteration, fire, theft, disregard of the maintenance manual, or use of non-original spare parts;
5. Normal wear and tear such as visual changes due to dishwasher cleaning, minor imperfections and slight color variations;
6. Normal wear and tear to non-metal components, including, but not limited to, as the silicone gasket, molded valve seal, valve base seal, silicone membrane, o-ring for Euromatic, flat gasket for the fastening screw of the lid handle, non-stick coatings and comparable non-metal parts;
7. Use of the Product for a purpose or in a manner for which it was not intended;
8. Shipping or improper handling;
9. Improper storage, maintenance or repair; or
10. Using metal utensils on any non-stick surfaces.
11. Unless a different warranty period is expressly stated on retail packaging.

**Exclusive Remedy:**

THIS LIMITED WARRANTY IS IN LIEU OF ANY OTHER EXPRESS WARRANTY. REMEDIES UNDER THIS WARRANTY, UNDER ANY EXPRESS WARRANTY NOT NEGATED HEREBY, AND UNDER ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED EXCLUSIVELY TO REPLACEMENT OF ANY DEFECTIVE PRODUCT. NO OTHER REMEDY IS AVAILABLE UNDER THIS WARRANTY, UNDER ANY EXPRESS WARRANTY NOT NEGATED HEREBY, OR UNDER ANY IMPLIED WARRANTY. ANY IMPLIED WARRANTIES WHICH MAY ARISE DUE TO OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY EXPRESS WARRANTIES NOT NEGATED HEREBY, ARE GIVEN SOLELY TO THE FIRST RETAIL

PURCHASER AND FOR PRESSURE COOKERS, POTS, PANS, ROASTERS AND WOKS ARE LIMITED IN DURATION TO THE PERIOD DURING WHICH THE FIRST RETAIL PURCHASER OWNS THE PRODUCT\* AND FOR KITCHEN ACCESSORIES, KNIVES AND KETTLES ARE LIMITED IN DURATION TO TWO (2) YEARS\* FROM THE DATE OF PURCHASE BY THE FIRST RETAIL PURCHASER. THIS WARRANTY, ANY OTHER EXPRESS WARRANTY NOT NEGATED HEREBY, AND ANY IMPLIED WARRANTY DO NOT COVER, AND FISSLER WILL NOT BE RESPONSIBLE FOR, INCIDENTAL OR CONSEQUENTIAL DAMAGES,\*\* INCLUDING BUT NOT LIMITED TO THE COST OF DISASSEMBLY AND REINSTALLATION, INJURY TO PERSONS OR OTHER PROPERTY, LOSS OF USE, OR OTHER INDIRECT LOSSES. WHERE, DUE TO OPERATION OF LAW, CONSEQUENTIAL AND INCIDENTAL DAMAGES UNDER THIS WARRANTY, UNDER ANY OTHER EXPRESS WARRANTY NOT NEGATED HEREBY, OR UNDER ANY IMPLIED WARRANTY CANNOT BE EXCLUDED, THEY ARE EXPRESSLY LIMITED IN AMOUNT TO THE PURCHASE PRICE OF THE PRODUCT.\*\*

\*Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

\*\*Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### **Instructions on How to Make a Warranty Claim for Your Product:**

Should your Product require warranty service, please contact our Customer Service Department online at [www.FisslerUSA.com/customer-service/](http://www.FisslerUSA.com/customer-service/). Do not send Fissler a Product without first contacting us. Upon approval of your claim, Fissler will repair or replace the item without charge. If the warranted Product is no longer available, a replacement Product of equal or greater retail value will be substituted.

Step 1) Think your item is faulty? Please check the Product instructions or consult our FAQs. If you need further help or advice, contact Customer Service online at [www.FisslerUSA.com/customer-service/](http://www.FisslerUSA.com/customer-service/).

Step 2) If necessary, a Fissler Customer Concierge will instruct you on how to ship the Product back to the address provided, for our Quality Department to assess. All shipping and transportation costs associated with the return of the Product are the responsibility of the purchaser.

Step 3) Our advisors will contact you and if the Product is found to be defective during the applicable warranty period, a new replacement Product will be sent to you. The expense of the replacement Product and the cost of shipping the replacement Product to you will be paid by Fissler.

Discontinued Item Returned - If the Product you returned is determined to be defective, but has been discontinued and is no longer available, Fissler will replace your Product with a comparable Product currently manufactured and in stock. If nothing is available, we will notify you to discuss alternative remedies, such as replacement with a different Product or a refund of the purchase price.

No Defect Found - Products found to not be defective in material or workmanship will be returned directly to you, freight collect, with a letter stating why.

Please submit any additional questions on [www.FisslerUSA.com](http://www.FisslerUSA.com) using the Contact Us form online or send an email to [CustomerService@FisslerUSA.com](mailto:CustomerService@FisslerUSA.com).

This warranty is limited to purchases within the United States and can only be claimed through Fissler America, Inc.

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