

LE COUCOU AIR FRYERS

WARRANTY POLICY 2016

Le Coucou air fryers have a 1-year limited warranty for all air fryer small kitchen appliance products. This warranty policy excludes any small kitchen gadgets and tools which are not kitchen appliance products. Our warranty covers defects in materials and workmanship for 1-year from the date of purchase. This warranty does not cover damages or use which is caused by failure to follow (manual) instructions, an accident, re-adjustment not in accordance with authorized instructions and abuse.

Return period is 30-days after the purchase date, we only accept returns during this 30-day period.

During this Return period you are responsible for covering all return shipping fees. Once we receive your appliance we will test to determine if the product is defective, if the product is deemed defective you are eligible for either a refund or replacement. If the product is found to not be defective, we will charge a 25% re-stocking fee and we will refund the remaining amount of your original purchase amount. We will process your refund within 4 business days after we receive your product and have ran tests to determine if the appliance is defective or not. We will not issue any refunds after the 30-day Return period. The customer is responsible for contacting us if they want to return, refund or replacement within the 30-day Return period. Any decision of issuing a refund and/or replacement will be decided at the sole discretion of eBranding Inc. You can also contact Amazon if you want to return/replace within the 30-day Return period.

After the 30-day Return period if you experience a defect in your product and you are still within your 1-year warranty period after the purchase date, you may be eligible for a repair service. If you require assistance within your 1-year warranty period because of a product defect then you must contact our Customer Service representative by phone at 408-739-2329 or by email at sales@lecoucoukitchen.com.

In regards to other retailers or private parties who sell our Le Coucou kitchen appliances, we will not cover any warranty or repairs unless it is an authorized retailer recognized by us. We require proof of purchase in the form of receipt, invoice, packing slip and/or photograph/screenshot from an authorized e-Commerce platform in order to process any returns, replacements, repairs or refunds. We require this proof of purchase in all circumstances 30-day Return period, 1-year warranty period and for any other inquiry. It is the responsibility of the customer to provide us with a form of proof of purchase so that we can confirm that you have purchased from us or an authorized retailer. If a product is deemed to be defective, we will replace the appliance as long as the defective condition is determined by us.