

Gaurantee

100% Satisfaction Guaranteed

At SousVide Supreme, we stand behind the quality of our products and we are committed to the highest standards of customer service. If you are not completely satisfied with your SousVide Supreme® purchase, then you can return the product for a full, no-hassle refund with 30 days. Shipping charges are not refundable.

If you have any questions about cooking with your SousVide Supreme, please see our [Technical Support](#) page or [Frequently Asked Questions](#). You may also contact Customer Service Monday-Friday 8am-4pm MST at 1-877-SVS-OVEN (1-877-787-6836) or email customerservice@sousvidesupreme.com.

Returns & Exchanges

How to Return or Exchange your SousVide Supreme Product

Please keep the original box and packaging material for 30 days. In the unlikely event that you are not 100% satisfied with your SousVide Supreme product, please use the original packaging and material to return the product within the 30-day money back guarantee period. Product must be received in clean and working condition (unless otherwise noted). In an effort to expedite the return process, please contact customer support by email for a Return Merchandise Authorization (RMA) number and for detailed instructions on returning.

For additional customer support inquiries, please call 1-877-SVS-OVEN (1-877-787-6836) or email customerservice@sousvidesupreme.com.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.