

GreenPan Warranty Policy

Your GreenPan has a limited lifetime warranty that covers defects in material and workmanship of the product and its non-stick coating under normal, non-professional use in accordance with the GreenPan Care and Use manual. The warranty on the Thermolon ceramic non-stick coating is limited to 2 years on manufacturing defects.

If your product is found to be defective during the warranty period, the original owner may return it.

Upon examination of the product by GreenPan, if it is found to be defective, GreenPan reserves the right to replace the entire product, or if no longer available, replace with a similar product of equal or greater value.

Damage caused by misuse, accidents, abuse, overheating, commercial use and/or alteration of the product by end customer, is explicitly excluded from this warranty. This warranty does not cover stains, discolouration or scratches due to normal wear and tear. In no event shall this warranty give rise to any compensation for consequential loss.

For orders done from our GreenPan website:

Please refer to our shipping and returns section for instructions on how to return an item to us. Before contacting us, please have your order/reference number ready. When sending us an email, please include your order number, name and contact details. Your order number can be found in your order history by logging into your account and on the receipt that arrived with your products.

Contact Info

Tel: (914) 372-7777

(Line open Mon - Fri from 9:30am - 2:30pm EST)

Our address is:

GreenPan New York office

1460 Broadway

New York, NY 10036

The Cookware Company (USA), LLC

660 White Plains Road, Suite 550

Tarrytown, New York 10591

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.