Kettles and Stockpots Limited 5-year Warranty – Le Creuset ® of America, Inc.

What does this warranty cover?

Le Creuset enamel on steel cookware is warranted to you by Le Creuset of America, Inc. to be free from defects in material and workmanship at the time of its purchase. For this 5-Year Limited Warranty to apply, you must follow the care and use instructions provided with the utensil. This warranty covers normal household use only. Please note that in the case of a set, only the faulty item will be replaced.

What does this warranty not cover?

Damage caused by normal wear and tear, accident, misuse, abuse or commercial use.

Scratches from knives and sharp utensils, or stains, discoloration, corrosion or damage from overheating to the interior or exterior of the pan.

Consequential damage is expressly excluded from this warranty.

Who is covered by this warranty?

This 5-Year Limited Warranty covers the original retail consumer purchaser of the utensil, or a consumer who receives the utensil new and unused as a gift from the original retail purchaser. Coverage terminates if a covered consumer sells or otherwise transfers the utensil (this warranty is provided only to consumers, and all express and implied warranties to non-consumers are disclaimed).

How does state law apply to this warranty?

This 5-Year Limited Warranty does not extend any implied warranty provided by any state law to a consumer. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. (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).

What will we do?

Defective cookware will be replaced free of charge, or replaced by a similar product or one of equivalent value if the product is no longer in production. Replacement with the same color cannot be guaranteed.

How do I get service?

To make a claim under this 5-Year Limited Warranty you must call our helpline at 1-877-CREUSET (273-8738) to obtain a Returned Merchandise Authorization (RMA) number PRIOR to mailing your cookware to us.

After you receive the authorization number, mail the cookware to the address below. We recommend using a traceable means to return your cookware as Le Creuset of America, Inc. is not responsible for damages or lost or stolen merchandise. Please enclose your return address and a brief note explaining the defect. Turnaround time on returns is typically two to four weeks after receipt of an item.

Le Creuset of America, Inc.
Attn: Returns Department
114 Bob Gifford Blvd
Early Branch, SC 29916

This 5-Year Limited Warranty is made solely by Le Creuset of America, Inc. and no other person or entity. This 5-Year Limited Warranty is the only express warranty provided for the utensil. We want you to get the very best from your new Le Creuset® utensil. For help and advice, call our toll-free helpline at 1-877-CREUSET (273.8738) or e-mail us at cservice@lecreuset.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.