

Limited Warranty

Smart Cooker

- 3 years labor for outer pot
- Lifetime warranty for inner pot (restriction applies under normal usage)

Quick Pot, Pot & Wok

- 10 years warranty on all plastic and removable parts (except rubber sealer for quick pot)

Accessories

- 30 days defected exchange only

Return, Exchange and Order Cancellation Policy

Any order which is cancelled prior to shipping is subject to a 20% cancellation fee. Only product, in 100% saleable condition in the original manufacture's package may entitle to refund or exchange. Open box product bought within 30 days may be exchanged only if they are in 100% saleable condition. Please contact our Customer Service to arrange the return. No returns shall be accepted unless you have authorization from Buffalo. You may request authorization from our Customer Service. Customers are responsible for prepaying the shipping charges for all returned items. Upon receipt of the returned items, which must be in good condition, we will refund the original purchase price of those items, less shipping charges and taxes if applicable.

We reserve the right to charge a minimum 20% restocking fee on any buffalocookware.com items we agree to accept back for return. Any order for buffalocookware.com that is cancelled is subject to a minimum 20% cancellation fee based on total invoice amount. The customer shall be responsible for all charges incurred returning unwanted items as well as the freight charges for the original shipment and the freight charges for the returned items. Returned merchandise must be returned in original packaging as it was received. Prior to shipping the return, you must contact customer service for a return authorization number.

Our return policy requires that each customer inspects the delivered items before accepting the delivery. Upon notation of any damage to the packaging, do not accept the item; the driver will return the unit to the freight carrier's warehouse for inspection. Contact us at this point to resolve a possible redelivery. If you knowingly accept a damaged shipment, you do so at your own risk and it will be your responsibility to contact the carrier to process an inspection and claim.

Damaged Shipments

It is the customer's responsibility to check for damage prior to accepting delivery. Do not sign any freight delivery receipt(s) until you have thoroughly inspected all packages for possible damage while the driver is present.

If there is any visible damage and you knowingly accept a damaged shipment, it will be the customer's responsibility to contact the carrier to process an inspection and claim. Any concealed damage must be reported to buffalocookware.com within 3 business days for returns and replacement.

Non-returnable items

- Products after 30 days of purchase date
 - As-Is and clearance sales items
 - Gift items

Disclaimer

www.buffalocookware.com reserves the right to change or modify our above mentioned policies without prior notice.

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.