

# Warranty

We want you to be completely satisfied with your purchase from Neoflam.com. If for any reason you're not, send your item back within 30 days of receipt for an exchange or full refund of the purchase price. If you purchased the item through a retailer other than neoflam.com, please return the item to that retailer in adherence to their return policy.

## How can I return an item?

1. Start by completing the return form portion of the packing slip that came with your item. Be sure to fill in all information, including the reason for your return and if you'd like to receive an exchange or refund.
2. Repack **all** contents in the original packaging. Some items consist of several parts or pieces. Always return the entire item or set for a replacement or refund.
3. Return the package using a shipping carrier of your choice.
4. Packages should be shipped to:

Neoflam Returns  
9591 Irvine Center Dr  
Irvine CA 92618

## **Limited Lifetime Warranty for Cookware Products and 1-Year Limited Warranty for non-cookware products:**

Neoflam backs our superior quality products with outstanding customer service. We will replace any item found defective in material or workmanship when put to normal household use and cared for according to the instructions. Minor imperfections, surface markings & slight color variations are normal. This excludes damage from misuse or abuse, such as improper cleaning, use at excessively high temperatures, neglect, accident, alteration, fire, theft or use in a commercial establishment.

**Return shipping responsibility:** The cost of returning the item to Neoflam is up to the consumer.

**Discontinued item returned:** If the item you returned is discontinued and is no longer available, Neoflam will automatically replace your item with the most comparable item currently manufactured. If nothing is available, we will notify you to discuss the next steps.

**No defect found:** Products found to not be defective in material or workmanship will be returned directly to you with a letter explaining why.

If you have any questions about your warranty or return, please submit a message using our [Contact Us page](#).

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.