

## What is the Anolon Lifetime Warranty?

Thank you for purchasing Anolon product. We wish you years of cooking enjoyment. Anolon is dedicated to producing a trusted brand of product. Anolon products are manufactured and inspected to ensure high quality standards. They are warranted to the original purchaser to be free from material defects in materials and workmanship under normal household use for the lifetime of the product.

If an Anolon item is believed to be defective, you may submit your warranty request and photographs of the product using [Anolon.com/warranty](http://Anolon.com/warranty) or the warranty link on Anolon.com. Anolon warrants to the original purchaser that it will replace any defective part or item which is identified and verified during the warranty period, or, at Anolon's discretion, substitute a replacement pan of similar value.

This warranty does not cover damage caused by accident, misuse, abuse, commercial use or normal wear and tear. Scratches, stains, discoloration or damage from overheating are not covered by this warranty. Incidental or consequential damages are not covered by this warranty.

Should you have a problem with your product, please contact us via our website at Anolon.com or by phone to our Consumer Relations Department at 1-800-388-3872.

## What will void the warranty on my product?

### Product Misuse Examples That Will Void The Warranty On Your Product

The following photos are representative of certain types of product misuse when the use and care included with your product is not followed.

Misuse that will void the product warranty are, but not limited to, overheating, oven or broiler misuse, sharp metal utensil or appliance damage on nonstick product surfaces, using oven cleansers or scouring pads, cleaning neglect and dishwasher use on product lines not safe for dishwasher use.

**Below is an example of grease build up on your product due to cleaning neglect:**



**Below is an example of a hard anodized pan exposed to dishwasher use.**



**Below is an example of a porcelain enamel exterior washed in the dishwasher:**



**Below is an example of cookware that has been overheated:**



**Below is an example of oven cleaner being used on a pan:**



**Below is an example of improper cleaning using a metal scouring pad:**



## **Why haven't I received my warranty replacement yet for cookware mailed to you?**

If you mailed your product to us, please allow up to six weeks after we inspect your product to receive your warranty replacements. If more time than this has lapsed since the proof of delivery and inspection of your product to us, please provide us with the following information by clicking on the **Submit A Question** tab above.

1. The address you sent your product to.
2. The first and last name included with the product.
3. The brand and line of product you sent us.
4. The parcel tracking number confirming receipt by us.

We will research your warranty replacement request and a member of our Customer Service team will contact you by e-mail with a status of your replacement.

**From the time your product is inspected at our facility the entire warranty process takes up to 6 weeks:**

Product arrives and is received at our facility----->Product is forwarded to Warranty Department and completes the inspection process(10 days)----->We process your paperwork,

order and ship your replacement(s)(7-10 days)----->Your order is on the way and reaches it's destination(5-10 business days).

***Please note that we do not contact consumers when their product arrives at our facility.***

**\* Between the months of November and March warranty replacements can take up to 8 weeks.**

We appreciate your patience.

**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.**