

Bodum Product Warranty

All BODUM products carry a limited one year warranty on manufacturer defects. Glass is not covered by warranty. Proof of purchase must be provided upon request in order to verify warranty coverage. Please retain purchase receipts for your records.

Return Policy

Bodum allows 30 days for the return of unused products, based on the date the item was originally received by the customer. We offer refunds or replacements of unused merchandise, less a 10% restocking fee and any associated shipping charges.

Returns and damages caused by misuse or non-household use are not covered within this policy and claim approval is purely at Bodum's discretion. Items received with broken glass are not considered defective products. Bodum must be notified of any breakage within five business days.

To return an item:

1. Please contact Bodum via [email](#) or call toll free at 1-800-23-BODUM (26386) to receive a Return Authorization number. (Returns with an invalid, expired or missing RA number will be subject to a 50% restocking fee.)
2. Use the return label on your packing slip and clearly indicate the Return Authorization number in the provided field. If you no longer have your packing slip you may print a new Return Label [here](#).
3. You can use your original Bodum.com box you received, or any plain, unmarked cardboard box to ship your return. If there are any existing shipping labels, stickers, or other materials on the shipping box from previous shipments, please remove them.
4. Attach your new return label to the shipping box. Please use a traceable carrier and retain the tracking number for your records. Bodum is not responsible for any items that are lost or damaged in transit.
5. We'll take care of the rest! Once your return is received and inspected (usually within 72 hours of receipt), your refund will be processed and a credit will be automatically applied to your credit card or original method of payment within 7 business days. Please note that, depending on your credit card company, it may take an additional 2-10 business days after your credit is applied for it to post to your account.

Questions? Please give us a call at 1-800-23-BODUM (26386), Monday through Friday, between 8am - 5pm EST.

The following items may NOT be returned:

- Any item without a return authorization number.
- Used or damaged items
- Discontinued products
- Products that are not in their original packaging and containing all accessories
- Items over 30 days of the shipment receipt date