



## Warranty

Please note that the warranty provided is subject to all applicable local laws. This warranty does not affect your statutory rights.

For your peace of mind, Items purchased via josephjoseph.com are guaranteed against manufacturing defects for a period of 2 years from the date of purchase, unless otherwise stated. If a manufacturing defect is found, we will be happy to repair or replace your product, including all delivery charges.

**Items purchased through authorized retailers are guaranteed against manufacturing defects for a period of 1 year from the date of purchase, unless otherwise stated. Proof of purchase may be required to validate these claims. If a manufacturing defect is found, we will be happy to repair or replace your product.**

### Manufacturing Defects

A manufacturing defect is defined as any fault in the product's materials or workmanship, which is present at time of receipt.

Damages caused as a result of the following conditions are not classed as manufacturing defects, and will not be covered by our guarantee:

- Accidental damage
- Acceptable (normal) wear and tear
- Damage caused by abuse or negligence
- Staining caused by strongly colored foods/spices
- Melting caused by overheating

We will not guarantee products which:

- Have not been used or maintained in accordance with the Care Instructions
- Any product which has been modified or repaired by anyone other than Joseph Joseph
- Were purchased as pre-owned, refurbished or sold as seen
- Were purchased via an unauthorized reseller

### Faulty Products

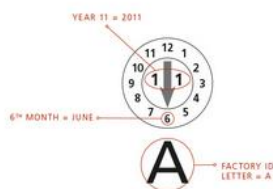
In the unlikely event that your product becomes defective during the guarantee period, please contact Customer Services – [info@josephjoseph.com](mailto:info@josephjoseph.com). To ensure that we are able to deal with your enquiry as efficiently as possible we would ask that you include:

- Proof of purchase (if the item was ordered via our website please provide your order number)
- A picture of item which illustrates the issue
- A description of the issue, with details on when it was first noted
- If possible a picture or description of the batch code on your product.

### Identifying a batch code

Our batch codes are located in different locations product to product.

Please use the guide below to help you identify yours. If you still need help finding it our customer service team will be more than happy to help



Click to expand



Click to expand



Click to expand

**Type 1:** Used for the majority of our products except knives which use Type 2.

**Batch Code Style:** Circular dial with numbers

**Location / format:** Imprinted on the product itself or on the packaging in the form of a sticker

Click to expand

**Type 2:** Used for knives and a few other products

**Batch Code Style:** A date code consisting of 8 digits and 2 letters

**Location / format:** Printed on the packaging near to or alongside the barcode

Click to expand

**Type 3:** Used on Totem Bins

**Batch Code Style:** A date code consisting of 8 digits and 1 letters

**Location / format:** Printed on the inside of the drawer

## Returning products

Please do not return products to us without contacting us first, we do not accept liability for any items returned to us without authorization. If we request that an item is returned to us, we do not accept liability for loss or damage in transit so please ensure that products are adequately packaged and returned to us via a tracked service (if we do not supply a pre-paid label).

## Contact Us

Got a question? Check our [FAQs section](#) for the answer.

If you can't find what you are looking for, contact us using one of the methods below- we'd be happy to help!

If your enquiry is urgent, we do recommend you contact us via phone or email, although if you do decide to contact us by letter, please include a telephone number or email address so we can contact you in response as quickly as possible.

- [By Phone](#)

Our lines are open Monday – Friday: 9am and 5.00pm EST.

Telephone: 1-917-338-0900

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.