



Lagostina Cookware Guarantee

The Lagostina Guarantee

From the date of purchase in the UK or Ireland, Lagostina Guaranties to repair or replace in the country of purchase, any item found defective in material, construction or workmanship under normal use, and following care instructions. The duration of your guarantee will be specific to the product or a standard 2-year guarantee if not otherwise stated. Should your Lagostina cookware require service, please contact your retailer in the first instance. If you have not purchased the product from a local reseller, please contact our Consumer Service Department by phone or website for a Guarantee evaluation and return authorization number.

Upon approval of your claim, Lagostina will repair or replace the item without charge. If the replacement product is no longer in production, one of equal or greater retail value will be given. Under the terms of this guarantee Lagostina has no further obligations other than to replace a faulty product. Lagostina shall not be obliged to replace any product which is not accompanied by a valid proof of purchase.

Exclusions

This guarantee does not cover:

- Damage arising from thermal shocks, drops, improper use, failure to follow the use and care instructions, or an unauthorized modification or repair.
- Normal product wear and tear
- Non-stick deterioration, discoloration, warping, or metal separation due to high heat, prolonged heat exposure when empty, etc.
- Stains, discoloration or scratches on the inside or outside
- Any accident caused by fire, flood, etc.
- Commercial, professional, or workplace use
- Any glass or porcelain in the product
- Dust or insects inside the product
- Non-stick damage from metal or sharp utensils
- Damage caused by use of scouring pads, steel wool, abrasive cleaners, bleach, etc.
- Minor imperfections and colour variations, which are normal

Lagostina guarantee's that non-stick coatings comply with regulations covering materials in contact with food.

Consumers' Rights and additional information

This Lagostina guarantee does not affect the statutory rights a consumer may have or those rights that cannot be excluded or limited, nor rights against the retailer from which the consumer purchased the product.