

Warranty

At BergHOFF, a team of specialists takes care of all production stages making sure all articles bearing the BergHOFF-label meet the stringent quality demands. We want to make sure we offer long-lasting products with the best value for money. But it might happen you're not completely satisfied or some issues might have slipped our quality net. For those cases, we worked out the policy below:

BergHOFF provides a minimum guarantee of 2 years as stated by the European law for every faulty or not as advertised (non-conformity) product.

When put to normal household use and care, BergHOFF will replace any item found defective in material or workmanship. This excludes damage from misuse or abuse, such as improper cleaning, neglect, accident, alteration, fire, theft, dropping, overheating, citrus based detergents or use in commercial establishments.

Not covered by warranty are minor imperfections which don't affect the performance: scratches, discolorations (stainless steel can become blue or golden brown), dents, surface markings as a result of shipping, and slight colour variations that might occur.

Often a simple cleaning with a stainless steel cleaner will return your cookware to its original state.

BergHOFF and any of its affiliated corporate entities are not responsible for any incidental or consequential damages, personal injuries or property damage allegedly resulting from products sold through any business channel.

If you believe you have a warranty claim, contact BergHOFF's After Sales Departement, by calling to +32 2 808 86 70 or mailing ww.cc@berghoffworldwide.com. Please provide all pertinent information regarding your claim: a complete description and a picture of the problem, the product item number and name, shipping codes (a marking of a letter and a number, e.g. K15) often to be found on the bottom and the date the product was purchased. Our After Sales Service will inform you about the next steps to be taken.