

COMMERCIAL LIMITED WARRANTY

Enameled Cast Iron Dutch Oven / Cookware Series

Product Category	Cookware / Enameled Cast Iron Dutch Ovens
Warranty Period	One (1) Month Limited Commercial Warranty (30 Days)
Coverage	Defects in Material, Casting Integrity, Workmanship, and Enamel Coating Flaws
Applicability	Commercial Installations & Foodservice Operations (Restaurants, Catering, Cafes, Hospitality)

This commercial warranty is extended strictly to the original commercial purchaser and is non-transferable. It applies to products purchased and utilized within North America for business and commercial applications.

1. Warranty Coverage Details

The manufacturer warrants this Enameled Cast Iron Cookware to be free from manufacturing defects in material and workmanship under normal commercial culinary use for a period of **one (1) month (30 days)** from the original date of purchase. If an eligible manufacturing defect is identified within this timeframe, the manufacturer will, at its discretion, repair the product, provide a replacement part or full replacement product, or issue an appropriate commercial adjustment. Proof of purchase (original sales receipt or commercial order invoice) is strictly required for all warranty claims.

2. What Is Covered

- **Cast Iron Body & Structural Integrity:** Any structural cracks, casting porosity, or breakage occurring under standard, recommended commercial cooking and heat conditions.
- **Enamel Coating Integrity:** Delamination, spontaneous chipping, or peeling of the internal or external vitreous enamel coating directly resulting from factory bonding or craftsmanship flaws upon delivery and initial use.
- **Hardware & Lid Assembly:** Structural defects or casting failures involving the matching lid, integrated side helper handles, or stainless steel lid knob.

3. What Is NOT Covered

This commercial warranty does not cover damages, defects, or failures resulting from:

- **Thermal Shock & Abuse:** Chipping, crazing, or cracking resulting from abrupt temperature shifts (e.g., placing cold liquids into a dry hot pan, preheating dry cookware empty on intense commercial burners, or submerging hot cookware in cold water).
- **Mechanical Impact:** Dropping, striking against hard surfaces, or accidental chipping caused by metal kitchen utensils or impact during dishwashing.
- **Staining & Cosmetical Wear:** Normal wear and tear from high-volume commercial kitchen service, food discoloration, scorching, exterior dulling, or staining of the interior enamel from acidic foods.
- **Improper Cleaning & Maintenance:** Use of highly caustic chemical cleaners, steel wool, or abrasive industrial scouring pads that abrade the enamel surface.
- **Labor & Incidental Costs:** Incidental, indirect, or consequential damages, commercial downtime, or food loss.

4. Warranty Performance & Remedy

Upon inspection and verification of an approved commercial claim within the one-month warranty period, the manufacturer will supply replacement components or a complete replacement unit via standard ground shipping at no charge. In no event shall the cumulative liability of the manufacturer exceed the original purchase price of the product.

5. How to Submit a Claim

To submit a commercial warranty claim, please contact our Customer Support Department through your authorized purchase portal. Please provide the following information to facilitate your claim:

- Your authorized Order ID / Commercial Invoice.
- High-resolution photographs and/or video documentation detailing the specific defect or damaged area.
- A brief explanation of the cooking environment, heat source used, and the nature of the issue.

Commercial Care & Safety Notice: To ensure prolonged durability in a professional culinary environment, always heat the cookware gradually, use wooden or silicone utensils, avoid dry heating at maximum burner output, and allow the cookware to cool to ambient temperature before washing.