

MAGEFESA USA LIMITED PRODUCT WARRANTY

Rhointer USA Corp. d/b/a **Magefesa USA** warrants its products against defects in materials and workmanship under normal household use, subject to the warranty periods, exclusions and conditions described below.

This warranty applies to products purchased new in the United States for personal, family or household use by the original retail consumer purchaser, or by the original recipient of the product as a new and unused gift.

Proof of purchase may be required to obtain warranty service.

Product registration is not required for warranty coverage.

1. Stovetop Pressure Cookers

10-Year Limited Warranty

Magefesa USA warrants the **pressure cooker body and lid** against defects in materials and workmanship for **ten (10) years from the original date of purchase**, when the pressure cooker is used for normal household purposes and in accordance with the manufacturer's operating, safety, cleaning and maintenance instructions.

The 10-Year Limited Warranty applies to the structural integrity and manufacturing quality of the pressure cooker body and lid.

What is covered

Subject to the terms of this warranty, coverage includes manufacturing defects affecting:

- the pressure cooker body;
- the metal lid;
- structural manufacturing defects in the vessel or lid;
- defects in materials or workmanship that materially prevent the product from functioning as intended under normal household use.

Components not covered for 10 years

Handles, knobs, working valves, safety valves, pressure indicators, locking components and other detachable or replaceable components are **not covered by the 10-year structural warranty**.

Where supplied as original Magefesa components, these parts are covered for **one (1) year against defects in materials and workmanship**, unless otherwise stated for a particular product.

Gaskets, sealing rings and other components subject to periodic replacement are considered **wear components**. Normal deterioration, hardening, deformation or loss of sealing effectiveness through use is not a manufacturing defect.

What is not covered

The pressure cooker Limited Warranty does not cover:

- normal wear and tear;
- deterioration of gaskets, seals or other consumable components;
- scratches, stains, discoloration, loss of polish or cosmetic changes;
- corrosion or oxidation caused by improper cleaning, storage or maintenance;
- damage caused by overheating;
- damage caused by allowing the cooker to boil dry;
- thermal shock;
- impact damage, dents or deformation caused after manufacture;
- use above recommended pressure or temperature conditions;
- improper opening, closing or depressurization;
- failure to observe minimum or maximum filling instructions;
- blockage of valves or safety systems caused by improper cleaning or maintenance;
- use of the pressure cooker without the required inspection or replacement of worn safety components;
- damage caused by misuse, abuse, negligence or accident;
- damage caused by commercial, professional, institutional or rental use;
- damage caused by improper repair or modification;
- damage caused by incompatible replacement parts or accessories;
- damage caused by failure to follow Magefesa's operating, safety, care or maintenance instructions;
- transportation or shipping damage occurring after delivery to the purchaser.

The use of a third-party repairer or third-party replacement part does **not by itself void this warranty**. However, damage caused by improper repair, modification or an incompatible component is not covered.

2. Stainless Steel Cookware

Including cookware sets, pots, saucepans, casseroles, skillets, fry pans, sauté pans, stockpots and other stainless steel cookware.

10-Year Limited Warranty

Magefesa USA warrants stainless steel cookware against defects in materials and workmanship for **ten (10) years from the original date of purchase**, when used under normal household conditions and in accordance with the applicable use and care instructions.

What is covered

The warranty covers manufacturing defects affecting:

- the stainless steel cookware body;
- structural construction of the product;
- permanently attached metal handles, where applicable;
- base construction or bonding where failure results from a manufacturing defect;
- material or workmanship defects that materially affect the normal intended function of the cookware.

For cookware sets, the warranty applies individually to each item. A defect affecting one piece does not entitle the purchaser to replacement of the complete set unless Magefesa USA determines otherwise.

What is not covered

This warranty does not cover:

- normal wear and tear;
- scratches caused by utensils, cleaning tools or everyday use;
- stains or discoloration;
- rainbow staining, heat tint or other color changes caused by heating;
- mineral deposits or water spots;
- loss of shine or polishing marks;
- cosmetic changes that do not affect performance;
- corrosion caused by improper cleaning, storage or exposure to unsuitable chemicals;
- pitting caused by prolonged contact with salt or corrosive substances;
- warping, delamination or base damage caused by overheating, boiling dry or thermal shock;
- damage caused by heating an empty pan;
- damage caused by using the cookware above recommended temperatures;
- accidental damage, drops, impacts or crushing;
- misuse, abuse or neglect;
- improper cleaning, including use of unsuitable abrasive products where contrary to care instructions;
- damage caused by dishwasher use where the product's care instructions do not recommend dishwasher cleaning;
- commercial, professional, institutional or rental use;
- improper modification or repair;
- damage caused by incompatible accessories or replacement parts;
- damage caused by use contrary to Magefesa's instructions.

Glass lids, detachable handles, knobs, silicone components and other designated accessories or replaceable parts are not covered by the 10-year structural warranty and are covered separately for **one (1) year against manufacturing defects**, unless otherwise stated.

Nonstick or ceramic coatings

Where a stainless steel product incorporates a nonstick or ceramic coating, the **10-Year Limited Warranty applies to the structural cookware body but does not guarantee the coating against normal deterioration over ten years**.

Coatings are covered for **one (1) year against manufacturing defects**.

The following are not considered manufacturing defects:

- gradual reduction in nonstick performance through normal use;
- scratches caused by knives, metal utensils or abrasive cleaning products;
- staining or discoloration;
- damage caused by overheating;
- damage caused by use above recommended temperatures;
- deterioration caused by improper cleaning or maintenance.

- Damage caused by use of scouring pads, steel wool, abrasive cleaners, bleach, or similar products.
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3. Aluminum and Enameled Cookware

Including aluminum cookware, hard-anodized aluminum cookware, enameled cookware, pots, pans, casseroles, cookware sets, paella pans and similar non-electric cookware.

10-Year Limited Warranty

Magefesa USA warrants covered aluminum and enameled cookware against defects in materials and workmanship for **ten (10) years from the original date of purchase**, when used under normal household conditions and in accordance with the product's use and care instructions.

What is covered

The warranty covers manufacturing defects affecting:

- the aluminum or enameled cookware body;
- structural construction;
- manufacturing defects in the bonding or attachment of structural components;
- defects in material or workmanship that materially prevent the cookware from performing its normal intended function.

Aluminum cookware exclusions

The warranty does not cover:

- normal wear and tear;
- scratches, scuffs or surface marks;
- staining or discoloration;
- oxidation caused by improper care or storage;
- deformation or warping caused by overheating;
- damage caused by boiling dry;
- thermal shock;
- overheating an empty pan;
- impact damage;
- misuse, neglect or accidental damage;
- improper cleaning or use of abrasive products contrary to instructions;
- damage caused by dishwasher use where dishwasher cleaning is not recommended;
- commercial, professional or institutional use.

Enameled cookware exclusions

The warranty does not cover:

- normal wear and tear;
- scratches or marks from metal utensils or sharp objects;
- staining or discoloration;

- chips caused by impact, dropping or striking the cookware;
- enamel damage caused by overheating or thermal shock;
- corrosion arising from damage to the enamel surface after purchase;
- cosmetic imperfections resulting from normal use;
- misuse, abuse, negligence or accident;
- commercial or non-household use;
- improper cleaning or maintenance;
- damage caused by improper repair or alteration.

Nonstick or ceramic coatings

Where an aluminum or enameled product incorporates a nonstick or ceramic coating, the **10-Year Limited Warranty applies to the structural cookware body but does not guarantee the coating against normal deterioration over ten years.**

Coatings are covered for **one (1) year against manufacturing defects.**

The following are not considered manufacturing defects:

- gradual reduction in nonstick performance through normal use;
- scratches caused by knives, metal utensils or abrasive cleaning products;
- staining or discoloration;
- damage caused by overheating;
- damage caused by use above recommended temperatures;
- deterioration caused by improper cleaning or maintenance.
- Damage caused by use of scouring pads, steel wool, abrasive cleaners, bleach, or similar products.

4. Stainless Steel Knives and Flatware

Including stainless steel kitchen knives, knife sets, steak knives, forks, spoons, teaspoons, serving utensils and flatware sets.

10-Year Limited Warranty

Magefesa USA warrants covered stainless steel knives and flatware against defects in materials and workmanship for **ten (10) years from the original date of purchase**, when used under normal household conditions and in accordance with applicable use and care instructions.

What is covered

This warranty covers manufacturing defects affecting:

- stainless steel knife blades;
- stainless steel flatware bodies;
- structural integrity of the product;
- defects in material or workmanship that materially affect normal intended use;
- manufacturing defects affecting handles where the handle forms an integral part of the original product;
- separation or loosening of permanently assembled components resulting from a manufacturing defect.

What is not covered

This warranty does not cover:

- normal wear and tear;
- normal dulling of knife blades resulting from use;
- the need for routine sharpening or honing;
- scratches, scuffs or surface marks caused by normal use;
- staining, discoloration or loss of polish;
- water spots or mineral deposits;
- corrosion or rust resulting from improper cleaning, prolonged exposure to moisture, salt, acidic substances or unsuitable chemicals;
- damage caused by dishwasher use where hand washing is recommended;
- damage caused by improper storage;
- bent, chipped or broken knife blades resulting from misuse, impact, dropping, twisting or use against unsuitable surfaces or materials;
- damage caused by using a knife for purposes other than normal food preparation;
- damage caused by cutting frozen foods, bones or other hard materials where the knife is not specifically designed for such use;
- damage to handles caused by prolonged soaking, excessive heat or improper cleaning;
- cosmetic deterioration that does not affect product function;
- accident, misuse, abuse or neglect;
- commercial, professional, institutional or rental use;
- improper repair, modification or alteration;
- damage caused by incompatible accessories or improper sharpening equipment.

For products incorporating wood, resin, plastic or other non-metal handle materials, normal cosmetic deterioration, fading, staining, cracking or damage caused by improper cleaning or prolonged exposure to water is not covered unless determined to result from a manufacturing defect.

Special provision for knife sharpness

Loss of sharpness through normal use is **not considered a manufacturing defect**.

Routine sharpening and maintenance are the responsibility of the consumer.

However, defects such as abnormal blade separation, structural failure or manufacturing flaws that affect the product's normal and safe use may be covered during the applicable warranty period.

Special provision for flatware

For stainless steel flatware, the warranty does not cover scratches, surface marking, discoloration, staining or cosmetic wear resulting from normal use or washing.

Structural defects such as cracking, separation of permanently joined components or abnormal deformation resulting from a manufacturing defect may be covered.

5. Spare Parts, Kitchen Accessories and Food Containers

1-Year Limited Warranty

Magefesa USA warrants covered spare parts, kitchen accessories and food containers against defects in materials and workmanship for **one (1) year from the original date of purchase** when used under normal household conditions and in accordance with the applicable use and care instructions.

What is covered

This warranty covers manufacturing defects affecting the intended function of the product, including defects in materials, construction or workmanship.

What is not covered

This warranty does not cover:

- normal wear and tear;
- cosmetic deterioration that does not affect normal function;
- scratches, stains, discoloration or loss of finish resulting from use;
- damage caused by accident, misuse, abuse or neglect;
- improper installation or assembly;
- improper cleaning or maintenance;
- use contrary to the product instructions;
- commercial, professional, rental or institutional use;
- damage caused by incompatible parts or accessories;
- damage caused by improper repair, modification or alteration;
- loss or damage occurring after delivery;
- gaskets, seals and other consumable components where deterioration results from normal use.

Where applicable, food containers are not covered for staining, odor retention or cosmetic discoloration resulting from normal food storage or use.

6. Warranty Remedy

If Magefesa USA determines that a product contains a defect covered by the applicable Limited Warranty, Magefesa USA may, at its option:

- repair the product;
- replace the defective component;
- replace the product with the same model; or
- replace it with a product of comparable function and value if the original model is no longer available.

Replacement of an entire cookware set is not required when only one item in the set is defective.

Replacement products or components are covered for the remainder of the original applicable warranty period, unless applicable law requires otherwise.

7. How to Obtain Warranty Service

To submit a warranty claim, the consumer should provide:

- name and contact information;
- proof of purchase;
- product name and model or SKU, when available;
- purchase date and place of purchase;
- description of the claimed defect;
- photographs or a video showing the product and the claimed defect, when requested.

Products should **not be shipped to Magefesa USA without prior return authorization (RMA) or inspection instructions.**

Magefesa USA may evaluate a claim based on the information, photographs or video supplied without requiring physical return of the product.

8. Purchases Through Retailers and Marketplaces

A retailer's or marketplace's return policy is separate from this Magefesa USA Limited Product Warranty.

Products purchased through Amazon, Walmart or another retailer may initially be subject to the seller's applicable return policy. Eligible manufacturing defects may continue to be covered by this Limited Warranty after the retailer's return period has expired.

9. General Limitations

This Limited Warranty applies only in the United States to normal personal, family or household use unless a product is expressly designated by Magefesa USA for commercial or professional use.

To the extent permitted by applicable law, Magefesa USA is not responsible for incidental or consequential damages arising from a breach of this Limited Warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to every consumer.

To the extent permitted by applicable law, implied warranties, including implied warranties of merchantability and fitness for a particular purpose, are limited to the duration of the applicable written warranty period.

Some states do not allow limitations on the duration of implied warranties, so this limitation may not apply.

This Limited Warranty gives the consumer specific legal rights, and the consumer may have additional rights that vary from state to state.

Warranty Summary

Product category	Magefesa USA Limited warranty
Pressure Cooker – body & metal lid	10 years
Pressure Cooker handles, valves, knobs and designated components	1 year
Gaskets / seals / consumables	Manufacturing defects only
Stainless Steel Cookware	10 years
Aluminum Cookware	10 years
Enameled Cookware	10 years
Stainless Steel knives and Flatware	10 years
Nonstick / ceramic coating	1 year against manufacturing defects
Glass lids / detachable handles / designated components	1 year
Spare Parts	1 year
Kitchen Accessories	1 year
Food Containers	1 year

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