

## 9. Warranty Policy (U.S. Customers)

### 9.1 Limited Lifetime Warranty

Maison Demarle USA guarantees that all Silpat® and Flexipan® products purchased directly from the official Maison Demarle website (<https://shop-us.maison-demarle.com>) or from an authorized retailers located in the continental U.S. are free from manufacturing defects in material and workmanship under normal use.

This limited lifetime warranty covers all Silpat® baking mats and Flexipan® molds.

During the warranty period, Maison Demarle USA will, at its discretion, **repair or replace** any defective product with an identical or equivalent item at no cost to the customer.

This limited lifetime warranty does **not** cover:

- Normal wear and tear from regular use.
- Damage resulting from misuse, improper care, accident, alteration, or use outside of normal baking or cooking applications.
- Cosmetic imperfections that do not affect performance (e.g., minor discoloration, surface marks).
- Products purchased outside of the United States or from unauthorized resellers or third-party marketplaces that are not listed as official Maison Demarle partners.
- Accessories and any other products sold by Maison Demarle that are not Silpat® baking mats and Flexipan® molds. Only Silpat® baking mats and Flexipan® molds are covered by this limited Lifetime Warranty.

To maintain your warranty, products must be used in accordance with our care instructions provided on our website <https://shop-us.maison-demarle.com>

## 9.2 How to Request a Warranty Claim

To submit a warranty claim:

1. Contact our Customer Service team [customerservice@maison-demarle.com](mailto:customerservice@maison-demarle.com) with the subject line “Warranty Claim.”
2. Include your **order number, date of purchase, mailing address** (must be within the continental U.S), and **photos clearly showing the defect**.
3. **Once your claim is approved, you will receive a prepaid return label or further instructions for product replacement.**

Maison Demarle USA may require the product to be returned for inspection before a replacement is issued.

If the product is no longer available, an equivalent product or full refund will be offered.

## 9.3 Limitations

This lifetime warranty is the sole and exclusive warranty provided by Maison Demarle USA and supersedes any other warranties, whether express or implied, including implied warranties of merchantability or fitness for a particular purpose.

Maison Demarle USA’s total liability shall not exceed the original purchase price of the product.

## 9.4 Questions

For questions about our warranty coverage or claim status, please contact:

**Customerservice@maison-demarle.com**