

USA PAN LIMITED PRODUCT WARRANTY

USA PAN provides a Limited Product Warranty for USA Pan products against defects in materials, coating, and workmanship, provided that the product was solely subject to normal household use and care according to each product's USA Pan Use and Care guidelines or, absent specific USA Pan Use and Care guidelines related to the product, reasonable household use.

The Limited Product Warranty extends only to the original consumer purchaser of the USA Pan product(s) and is not transferrable to any subsequent owner of the USA Pan Product(s). Because USA Pan cannot control the quality of the products sold by unauthorized sellers, this Limited Product Warranty applies only to products that were purchased from USA Pan or a USA Pan Authorized Seller, unless otherwise prohibited by law. USA Pan reserves the right to reject warranty claims for products purchased from unauthorized sellers, including unauthorized internet sales. This Limited Product Warranty starts or begins to run from the date of purchase by the original consumer purchaser. The duration of warranty coverage for USA Pan Bakeware is lifetime. The duration of warranty coverage for USA Pan Stoneware is 3 years.

The Limited Product Warranty excludes damage caused by misuse or wear from everyday use, including, but not limited to, burns, scratches, dents, discoloration, or staining. Additionally, this Limited Product Warranty does not cover damage or loss from fires, overheating accidents, soaking, dishwasher use, neglect, misuse, or theft. USA PAN shall not be liable for any loss or damages, including indirect and incidental damages arising out of the use of or inability to use USA Pan product(s). Further, freight damage is not covered under this Limited Product Warranty.

USA Pan, upon its own review of the claim and circumstances, may repair or replace the product, provide parts to satisfy the claim, or use its best efforts to replace the product with that of equal or comparable value. The replacement decision will be made at the sole discretion of USA Pan. USA Pan will provide you with a return authorization and instructions upon final determination that the claim is valid. USA Pan may discontinue any USA Pan product(s) at any time. If USA Pan has discontinued a product or the replacement product is otherwise no longer available, USA Pan will use its best efforts to replace the defective product with the most comparable USA Pan product(s), or USA Pan item of equal value, being currently manufactured by USA Pan. If no such comparable USA Pan Product(s) or USA Pan item of equal value exists, next steps will be discussed with you in an effort to achieve the most satisfactory resolution as possible.

The Limited Product Warranty gives you specific legal rights and you may also have other rights which vary from State to State.

SHIPPING OUTSIDE THE CONTINENTAL UNITED STATES:

Warranty shipping expenses, including but not limited to shipping costs, fees, duties, and shipping related damages, for any items shipped outside of the 48 continental United States are the sole responsibility of the original purchaser.

TO OBTAIN WARRANTY SERVICE

STEP 1. Email info@usapan.com with the following information: (1) photo(s) of claimed defective product(s); (2) a written description of the claimed defect(s); (3) a description of any related circumstances thought to have caused the claimed defect; (4) the name of the product;

(5) the product dimensions; (6) your name; and (7) a copy of your proof of purchase. Alternatively, you may write a letter, containing all aforementioned information, to the following mailing address:

USA Pan
Attn: Customer Service
33 McGovern Blvd.
Crescent, PA 15046

Please ensure to include your return email address or return mailing address within your email or letter so that our customer service team may contact you. Our customer service team will respond with next steps (including proper mailing address) if the product meets our warranty stipulations (see above). No items will be accepted without prior written approval from USA Pan.

STEP 2. After receiving authorization from USA Pan Customer Service, please reply with your ship to address, as well as any other information that is requested.

STEP 3. Please then return by mail the product(s), packed in the original carton (or equivalent), to the mailing address provided by our customer service team. Place a copy of the authorization from USA Pan Customer Service within the packaging of your returned product(s). Please also include a copy of your dated invoice, keeping the original invoice for your records. Returns not bearing return authorization information and/or a copy of the original invoice may be refused.