

Our Guarantee

Cole & Mason produce different ranges of Salt and Pepper Mills:

Precision Grind Mechanism Lifetime Guarantee – A lifetime guarantee on the grinding mechanism.

Basics/Everyday Range is our budget priced range of mills and these mills have a 12 month guarantee on the grinding mechanism and body. If you have a problem with a mill within the 12 month guarantee period, you should return it to the retailer along with the original sales receipt as proof of purchase.

Electronic Mills have a 12 month guarantee on the grinding mechanism and body. Unfortunately, we do not hold spare parts for these mills nor can they be repaired. If you have a problem with a mill within the 12 month guarantee period, you should return it to the retailer along with the original sales receipt as proof of purchase.

Cole & Mason Classic and Gourmet Ranges have a lifetime guarantee (25 years) on the grinding mechanism, as indicated on the swing tag. If you have a problem with mechanism and body of the mill within the 12 month guarantee period, you should return it to the retailer along with the original sales receipt as proof of purchase.

If you have a problem with the mechanism outside the 12 month guarantee period, please return the mill to:

DKB Household USA Corp.
ATTN: Customer Service
One Post, Suite 100
Irvine, CA 92618

Please include your name, full postal address and allow up to a maximum of 28 days for return.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.