

BonJour Product Warranty

What is my BonJour Product Warranty?

The warranty of your product depends on the BonJour product you own. Please see below for a breakdown of our warranty offerings:

Lifetime Limited: Products offering a Lifetime Limited Warranty are guaranteed to be free from defects in materials and workmanship under normal household use for the lifetime of the product. This warranty does not cover damage caused by accident, misuse, abuse, or commercial use. Scratches, stains, discoloration, damage caused by automatic dishwasher use or damage caused by overheating is not covered by this warranty.

Products covered by our Lifetime Limited Warranty:

All French Presses - except the glass carafe
Le Grande Buffet Table Top Burner
Le Grande Fondue Set
Chateau Deluxe Tabletop Wine Opener
Chateau Professional Tabletop Wine Opener
Chateau Ultimate Tabletop Wine Opener
Chateau Deluxe Wine Opener

BonJour Product

1-Year Warranty: Products offering a 1-Year Warranty are guaranteed to be free from defects in materials and workmanship under normal household use for the first year after purchase of the product. This warranty does not cover damage caused by accident, misuse, abuse, or commercial use. Scratches, stains, discoloration, damage caused by automatic dishwasher use or damage caused by overheating is not covered by this warranty.

Products covered by our 1-Year Warranty:

Reversible Grill & Griddle
All Wine Storage units

*Products that are not listed fall under the QA Guarantee, which are guaranteed to be free from defects in material and workmanship upon receipt of product.

If you believe that your product has a manufacturing defect, please mail the item(s) in for warranty inspection to:

**Meyer Corporation
Consumer Relations
2005 Meyer Way
Fairfield, CA 94533**

Include a note inside the box explaining the problem you are experiencing, along with your name, address, and a daytime telephone number.

* For **Canadian Consumers**: Please provide us with a **residential mailing address** , we are unable to ship to directly to P.O. Boxes.

We recommend that you use a shipping company that provides a tracking number or Proof of Delivery service that allows you to track the status of your shipment to us.

From the time your product is inspected at our facility the entire warranty process takes up to 6 to 8 weeks:

Product arrives and is received at our facility----->Product is forwarded to Warranty Department and completes the inspection process(10 days)----->We process your paperwork, order and ship your replacement(s)(7-10 days)----->Your order is on the way and reaches it's destination(5-10 business days).

Please note that if we replace your product and the item is out of production, an item of similar value will be substituted. We do not ship outside of the US or Canada.

Website: <http://www.bonjourproducts.com>

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.