

EMILE HENRY CONSUMER WARRANTY INFORMATION/PROCEDURE

Standard Replacement Policy:

Emile Henry offers a 10 year Warranty, for manufacturing defects only, on all items used in a home environment. Warranty does not cover commercial use. Warranty is not based on miss-use of product or customer error. The item must have been purchased within the United States.

How to process a warranty issue:

1. If you have a receipt please contact your place of purchase, first, regarding returning your item for replacement.
2. If you are not able to return your item to the place of purchase, or the place of purchase will not assist you, please follow the below written procedure.

If you feel that the item is defective and live within the United States, please feel free to send the item to the following address for inspection and we will be happy to send you a replacement, if warranted.

Return Address:

Emile Henry USA
802 Centerpoint Boulevard
New Castle, DE 19720
Attn: Karen Castagno - Customer Care

Important Information

Please be sure that your item is returned via a traceable method of shipment. We cannot replace items without proof of return.

<https://www.emilehenryusa.com/Warranty/WarrantyProcedure.html>

Emile Henry USA, Inc. - Customer Service

Phone: (302) 326 4800 (M-F 8:30 - 5:00 ET)

Fax: (302) 326 4810

E-mail: ehoutletsales@emilehenryusa.com

Web site: www.emilehenryusa.com

802 Centerpoint Boulevard
Mailing Address: New Castle, DE 19720

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.