

USA Pan Limited Lifetime Warranty

What This Warranty Covers

Our limited lifetime warranty covers product defects relating to the materials, coating, and workmanship. Unfortunately, the warranty does not cover damage caused by misuse or wear from everyday use such as burns, scratches, dents, discoloration, staining, or dishwasher use. It does not cover damage or loss from fires, overheating, accidents, neglect, misuse, or theft.

How to Submit a Warranty Request

You may submit warranty questions or requests by emailing support@usapans.com. When a warranty request is made, clear photo evidence of the product regarding the issue at hand must be supplied. You must also include details of the product including product dimensions and name of the product.

If it is deemed that a warranty replacement is in order, you must also submit your customer ship to address, as well as any other information that is requested in the return email from our customer service department. At that time, instructions for how to return the defective product to USA Pan will be supplied and upon receipt of the product, we will issue a replacement for you.

If you would like to speak with a customer service representative, it is recommended that you provide your phone number as well as the best times to call you in an email to support@usapans.com.

You may also write a letter to:

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

What USA Pan Will Do

USA Pan is committed to providing the best quality experience for our customers. If it is determined that a product defect has occurred relating to the materials, coating, and workmanship, then USA Pan will replace the product with a new product that is of similar composition and price. If a product that falls under the limited lifetime warranty has been discontinued, USA Pan will send you the most comparable item currently manufactured as a replacement. If no such item exists, next steps will be discussed with you in an effort to achieve the most satisfactory resolution as possible.

How Long does the Coverage Last?

Coverage lasts from the original date of purchase. Coverage is for the original purchaser of the product.

Limitation on Damages

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 the product.

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.