

Guarantee

Please note that the guarantee provided is subject to all applicable local laws. This guarantee does not affect your statutory rights.

2 Year Guarantee

For your peace of mind, Items purchased exclusively via josephjoseph.com are guaranteed against manufacturing defects for a period of 2 years from the date of purchase, unless otherwise stated. If a manufacturing defect is found, we will be happy to repair or replace your product, including all delivery charges.

Items purchased through authorised retailers are guaranteed against manufacturing defects for a period of 1 year from the date of purchase, unless otherwise stated. Proof of purchase must be provided in order to validate these claims. If a manufacturing defect is found, we will be happy to repair or replace your product.

10 Year Guarantee

On certain items, our guarantee period is extended to 10 years, these items include:

- Totem 48, 50, 58 and 60
 - Titan
 - Nest™ Oven
- Nest™ Glass Storage

Lifetime Guarantee

Our worktop savers come with a lifetime guarantee.

Manufacturing Defects

A manufacturing defect is defined as any fault in the product's materials or workmanship, which is present at time of receipt.

Damages caused as a result of the following conditions are not classed as manufacturing defects, and will not be covered by our guarantee:

- Accidental damage
- Acceptable (normal) wear and tear
- Damage caused by abuse or negligence
- Staining caused by strongly coloured foods/spices
 - Melting caused by overheating
 - Scoring of boards

We will not guarantee products which:

- Have not been used or maintained in accordance with the Care Instructions
- Any product which has been modified or repaired by anyone other than Joseph Joseph
 - Were purchased as pre-owned, refurbished or sold as seen
 - Were purchased via an unauthorised reseller

Faulty Products

In the unlikely event that your product becomes defective during the guarantee period, please contact Customer Services – info@josephjoseph.com. To ensure that we are able to deal with your enquiry as efficiently as possible we would ask that you include:

- Proof of purchase (if the item was ordered via our website please provide your order number)
 - A picture of item which illustrates the issue
 - A description of the issue, with details on when it was first noted
- If possible a picture or description of the batch code on your product.

Returning Products

Please do not return products to us without contacting us first, we do not accept liability for any items returned to us without authorisation.

If we request that an item is returned to us, we do not accept liability for loss or damage in transit so please ensure that products are adequately packaged and returned to us via a tracked service (if we do not supply a pre-paid label).

Website: <https://www.josephjoseph.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.