



# THE MATFER BOURGEAT USA GUARANTEE

Founded in 1814, we put generations of culinary expertise, master manufacturing, and French “Savoir-Faire” into every piece of Matfer Bourgeat equipment. Our products are designed to be trusted by master chefs in professional kitchens—to take heat, perform under pressure, and last a lifetime.

To ensure your satisfaction, we offer a series of warranties on all our products, including lifetime warranties on Black Steel Cookware, Excellence Stainless Steel Cookware, and Matfer Exoglass whisks. See full warranty information below.

If you have any questions or concerns, we want to hear from you. Call our customer service line at [\(800\) 766-0333](tel:8007660333), [email us](#), or drop us a line on our social channels.

## **Limited lifetime warranty:**

Black Steel Cookware, Excellence Stainless Steel Cookware, Whisks with Exoglass Handle, Stainless Steel ladles and skimmers are protected by a limited lifetime warranty.

## **Five year warranty:**

For select kitchen tools 072890, 215312, 072770, 073095, 215408, 215304, 215306, 073135, and 215431, the warranty period is five years.



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All other Matfer Bourgeat USA products are covered by a one-year warranty.

Matfer Bourgeat USA's obligation under this warranty is limited to repairing or replacing the qualifying product. The warranty covers faulty construction or materials when the product is used in normal home or commercial kitchen environments.

Claims must be submitted with the defective product and copy of the authorized Matfer Bourgeat USA dealer invoice. Return freight is the responsibility of the customer. No collect shipments will be accepted. Replacements will be shipped freight prepaid. Please allow four to six weeks for inspection and response.

**Claims should be submitted to:**

Matfer Bourgeat USA  
16150 Lindbergh Street  
Van Nuys, CA 91406  
Attn: Claims Department

**This Warranty does not cover:**

- Minor imperfections and surface markings due to shipping and handling.
- Minor color variations.
- Normal wear and tear.
- Damage from misuse or mishandling-please see product use and care guidelines
- Modification or alterations.

All damages caused by misuse or mishandling are excluded from the warranty. Matfer Bourgeat USA reserves the right to determine if damage is from normal usage or the result of mishandling. The warranty is void when modifications are made in any manner from the original form and for failure to follow operating instructions and/or care and handling guidelines.

**Limitation of Liability:**

All implied warranties, obligations or liabilities including, but not limited to, each implied warranty of merchantability shall be limited in duration to the coverage period. Under no circumstances will Matfer Bourgeat be liable to the original purchaser for any incidental, consequential, special or punitive damages arising out of sale, use or installation of the products, including damages for loss profit, loss of use or labor cost. This warranty is non-transferable.