

Mother's Day is coming — shop aprons, tools & cookware →



FAQS
ORDER TRACKING
RETURNS
LIFETIME LIMITED WARRANTY
TERMS & CONDITIONS
PRIVACY POLICY
ACCESSIBILITY POLICY

HAVE A QUESTION?

Contact Us

customerservice@hedleyb.com

Hedley & Bennett Limited Lifetime Warranty

At Hedley & Bennett, we design gear to last a lifetime in the kitchen. That's why we stand behind our products with a Limited Lifetime Warranty on select categories.

THIS WARRANTY APPLIES ONLY TO PRODUCTS PURCHASED DIRECTLY FROM HEDLEYANDBENNETT.COM.

Products Covered by Limited Lifetime Warranty

The following products are covered by our Limited Lifetime Warranty, which protects against defects in materials and workmanship that affect performance or longevity:

- APRONS
- KNIVES

- **COOKWARE (STAINLESS STEEL AND ENAMELED CAST IRON)**

If your product has a qualifying defect, we will replace it with the same item (or the closest available equivalent). If a replacement is not available, we'll issue a refund.

30-Day Return Policy

We offer a 30-day return and exchange policy for all unworn, unwashed, and unaltered items purchased directly from [hedleyandbennett.com](https://www.hedleyandbennett.com).

- Customers who purchase Return Coverage at checkout receive free return shipping.
- Without Return Coverage, return shipping costs are deducted from your refund.
- **EXCEPTIONS:** If your product arrives with a manufacturing defect, we'll replace or refund it at no cost – Return Coverage is not required. Go to our [Returns & Warranty Portal](#) and log in using your Order Number and Email or Zip code to start a warranty claim.
- Final Sale, customized, or Mystery Box items are not eligible for return.

[Start your return or warranty claim here.](#)

How to Make a Warranty Claim

1. Go to our [Returns & Warranty Portal](#) and log in using your Order Number and Email or Zip code.
2. Click "File a warranty claim" when viewing the order record.
3. Answer a few quick questions and upload photos of the issue.

Once submitted, our team will review your claim.

If it's covered, we'll send a replacement or refund at no cost – no need to return the defective item. Email customerservice@hedleyb.com if you have any questions!

PLEASE NOTE:

To process a warranty claim, we will need the original order number to verify the purchase. If your item was received as a gift, please ask the gift-giver for the order number or the email address used at checkout. Claims submitted without this information may be delayed or cannot be processed. You can locate the order number in the confirmation email or in your account order history.

Care Guidelines

To keep your products performing at their best (and keep your warranty valid), please follow these instructions:

APRONS

- Machine wash cold with mild detergent (except waxed canvas).
- Wash separately if garment-dyed.
- Line dry or tumble dry low; avoid high heat.
- Do not bleach, soak, or dry clean.
- Waxed canvas aprons: spot clean only.

KNIVES

- Hand wash with soap and water, then dry immediately.
- Never put knives in the dishwasher.
- Cut only on wood, plastic, or rubber surfaces.
- Store safely to avoid moisture and contact with hard surfaces.

STAINLESS STEEL COOKWARE

- Oven safe to 800°F.
- Hand-wash recommended, but dishwasher safe.
- Avoid bleach, peroxide, or harsh detergents.
- For stubborn residue: boil a 50/50 vinegar-water mixture or use powdered cleansers.
- Metal utensils may scuff surfaces; damage from such use is not covered.
- Always use oven mitts when hot; place only on wood or metal surfaces, never cold or delicate surfaces.

ENAMELED CAST IRON COOKWARE

- Oven safe to 500°F.
- Hand-wash recommended, but dishwasher safe.
- For tough stains: scrub with a baking soda + water paste.
- Avoid metal utensils; use wooden or silicone tools. Damage from metal utensils is not covered.
- Do not use if the enamel is chipped – dispose of safely. Enamel chips should never be ingested.
- Always use oven mitts when hot; place only on wood or metal surfaces.
- Avoid thermal shock (never plunge hot cookware into cold water).
- Store with the lid off to prevent moisture buildup and avoid stacking to prevent chipping.

What's Not Covered

The Limited Lifetime Warranty does **NOT** cover:

- Normal wear and tear from daily use.

- Cosmetic changes (patina, scuffs, stains, fading).
- Accidental damage, misuse, or abuse. Examples of misuse include but are not limited to:
 - Using aprons or knives in hazardous or unintended environments (e.g., chemical or industrial work, or non-food-related cutting tasks).
 - Exposing products to extreme conditions beyond typical culinary use, such as prolonged flames, intense heat, or harsh chemicals.
 - Using knives on inappropriate surfaces (e.g., concrete, metal, stone) or otherwise subjecting them to conditions that accelerate wear or damage.
 - Using aprons or cookware in ways that cause excessive abrasion, impact, or strain outside normal kitchen use.
- Damage from exposure to heat beyond listed thresholds (800°F for stainless steel, 500°F for enamel cast iron).
- Damage caused by metal utensils (on enamel or stainless steel).
- Rust or damage from improper storage (e.g., leaving knives in the sink, dishwasher use, or storing cookware wet).
- Gift cards, customized/embroidered/engraved items, or items marked "Final Sale."

Products not listed under "What's Covered" are not eligible for warranty coverage beyond our standard **30-DAY RETURN AND EXCHANGE POLICY**.

Products NOT Covered by Lifetime Warranty

All other products are not covered by a lifetime warranty. These items are eligible only for our 30-day return and exchange policy. Items *not* covered by our Limited Lifetime Warranty include:

- Sheaths
- Cutting Boards
- Linens (napkins, runners, towels, etc.)
- Kitchen Tools & Accessories (spoons, spatulas, etc.)
- Hats, Shoes, and Apparel
- Collaboration & Partner Products (e.g., Snibbs, Now Serving LA, Fly By Jing, books, or other collabs)
- Gift Cards (physical or digital)
- Final Sale Items, Mystery Box Aprons, and Custom Orders (embroidered/engraved) cannot be returned or exchanged.

Limitations of Liability

Our responsibility under this warranty is limited to the replacement or refund of defective products. We do not offer repairs.

We are not liable for indirect, incidental, or consequential damages.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

Sign Up & Save 15%

Email

SIGN UP

Your kitchen adventure awaits.



SHOP H&B

Aprons
Chef Knives
Cookware
Kitchen Linens
Cooking Tools
Apparel
Collaborations
Gift Cards
Bulk Pricing

ABOUT

F



© 2026 Hedley & Bennett.