



Spring USA Professional Cookware Warranty

Spring USA offers a limited lifetime warranty on all lines of professional cookware against manufacturers defect on pan body or the affixing of cookware handles. Interior, non-stick pan coatings are covered for one year from the date of invoice.

Limited lifetime warranty does not cover damage caused by misuse or abuse of the product, through over-heating or mistreatment with metal utensils, improper cleaning, neglect, accidents or intentional alteration of the product.

The Company will, at its volition, repair or replace without charge, such products if it fails due to manufacturing defect, PROVIDED THAT: the products are maintained in accordance with the maintenance instructions. Coverage under this warranty is based on the inspection of the product by Spring USA personnel. If your product is deemed defective, Spring USA will replace the product free of charge with an identical item. If that item is no longer available, it will be replaced with a comparable product.

If you believe you have a defective piece of cookware, contact the Spring USA office and ask to speak with a Sales Coordinator. You will need to be able to identify the type of cookware you have, as well as provide the Invoice # or purchase date. You will be asked to provide a brief description of the defect, and/or provide a photograph. The Sales Coordinator will issue a Return Material Authorization (RMA).

If it is determined that you have a warranty claim, you should ship the product, at your expense, to the address shown below. Use a shipping service that allows you to track your shipment (such as UPS or Federal Express). Improper packing of your product does not result in an automatic replacement if it is damaged in transit.

The following information must accompany your return:

Customer Name: _____

Address: _____

City, State, Zip: _____

Phone Number: _____ Fax Number: _____

Date of Purchase / Invoice Number: _____

Model Number / Description: _____

Brief Description of the Problem: _____