



Guarantee and Service

Since 1731, the brand name ZWILLING stands, among other things, for quality. In addition to your statutory rights for defective products, ZWILLING J.A. Henckels, LLC ("**ZWILLING**") grants buyers as original customers ("**Customer**" or "**you**") a limited manufacturer's guarantee for

- **ZWILLING knives of the following series: Pro and Five Star II;**
- **ZWILLING knife blocks, and**
- **STAUB cast iron products**

for a period of **30 years** subject to the following terms and conditions ("**ZWILLING Guarantee**").

In order to claim this ZWILLING Guarantee and to find out more about the guarantee procedure, ZWILLING recommends registering the purchased product after purchase.

On the following websites, you can register the product, and among other things upload your original sales receipt and take advantage of attractive additional offers for registered Customers:

ZWILLING:	zwilling-activate.com/warranty
STAUB:	staub-activate.com/warranty

In the case of defective products, you are entitled to your statutory rights, which you can exercise free of charge. These statutory rights shall not be affected or restricted by this ZWILLING Guarantee.

The guarantee period of **30 years** begins with the receipt of the product and is not restarted or extended by any guarantee claim. The ZWILLING Guarantee is valid **worldwide**, provided that the product was purchased from a ZWILLING dealer.

If a proven material and/or production defect occurs within the guarantee period, ZWILLING will inspect the product and will at its sole discretion decide whether the product will be repaired or replaced free of charge. ZWILLING reserves the right to supply an identical or like-for-like replacement product.

The ZWILLING Guarantee does not cover damage to the products due to wear and tear during intended use or damage caused by improper use or handling. Furthermore, the ZWILLING Guarantee does not apply in case of lack of care and/or maintenance, improper disassembling by persons not authorised by ZWILLING, use of spare parts other than original spare parts (which means spare parts that have been manufactured or approved by ZWILLING), damage caused by external influences such as fire, water etc. and commercial use. If the usability is only insignificantly impaired, there is also no case for a guarantee claim.

If the conditions for a guarantee claim are not met, you may contact the service centre authorised by ZWILLING in order to inquire as to whether a repair can be carried out in exchange for payment.

In order to exercise your rights under this ZWILLING Guarantee, the guarantee claim must be submitted to ZWILLING within two months after the occurrence of a material and/or production defect, accompanied by the original purchase receipt. The original purchase receipt must indicate the date of purchase, the purchase price and the dealer.

To make a claim under this ZWILLING Guarantee or if you have any questions regarding service or repair, please contact one of the ZWILLING stores or the following service centre authorised by ZWILLING:

Warranty Department ZWILLING J.A. Henckels, LLC

270 Marble Avenue Pleasantville,

NY 10570

1 (914) 747-0300