

Dear customer,

Thank you for choosing PITT cooking. We are convinced that our product will become an essential part of your joy of cooking. In the unlikely event of any failure please contact us. Please keep your warranty and proof of purchase in a safe place. If you use a PITT cooking product as a professional, a warranty period of 6 months applies. If you are a private user, and the unit is installed indoors, please register your product online and receive an extra 3 years of warranty on top of the standard 2-year period (please make sure to upload your warranty certificate).

Please note: save your invoice or the proof of payment with this warranty.

ADDRESS:

PCS BV, trade name PITT cooking
Damzigt 54
3454 PS De Meern

In: +31(0)88 088 7070
Mail: info@pittcooking.com
Website: www.pittcooking.com

Warranty Terms

I. Duration and effective start date of the warranty

1. Indoor use
 - a) The warranty period is:
 - 60 months for PITT household products. This means indoor use, provided the products are registered with PITT cooking, as described below.
 - 6 months for PITT products used in a professional setting.
 - b) The warranty period starts on the delivery date of the product, which is stated on the purchase invoice.
 - c) To claim a 60-month warranty, the consumer registers the product online with PITT cooking. The standard warranty is 24 months, after registration the consumer receives an additional 36 months warranty. See the warranty card for instructions.
2. Outdoor use
 - a) The warranty period is:
 - 24 months for PITT products for household outdoor use. This warranty only applies to a PITT product in combination with an original PITT Outdoor set. The condition is that the products are registered with PITT cooking, as described below.
 - 6 months for PITT products used in a professional setting.
 - b) The warranty period starts on the delivery date of the product, which is stated on the purchase invoice.

II. Warranty Terms

1. The product must have been purchased with PITT cooking or with an official distributor approved by PITT cooking.
2. PITT cooking may request that the warranty and proof of purchase be included in the warranty request.
3. The warranty request must be made through the supplier who sold the PITT cooking product to the consumer.

III. Content and scope of the warranty

1. Defects will be corrected within a reasonable period of time and free of charge, either through repair or replacement of the faulty parts. The ensuing costs (transport costs, call-out charges, labor costs, and parts) are at the expense of PITT cooking. Any parts or equipment that have been replaced will be owned by PITT cooking.
2. Any damages arising from loss of enjoyment or substitute equipment will not be reimbursed.

IV. Limitation of the warranty

Outside of the scope of the warranty are defects and interruptions resulting from:

1. incorrect positioning or installation, caused for instance by not following the installation instructions, installation and handling instructions and the user manual.
2. improper use, including incorrect operation or overloading.
3. external influences, such as transport damage, damage as a result of bumping or hitting, damage due to weather influences or other natural phenomena. Places in a maritime environment pose an increased risk of oxidation. Oxidation can occur on metal products and is not covered by the warranty. This applies in particular to our outdoor products. repairs and adjustments performed by service organizations which were not trained or authorized by PITT cooking.
4. repairs and adjustments performed by service organizations which were not trained or authorized by PITT cooking.
5. use of non-OEM parts and or accessories not released by PITT cooking.
6. parts which are subject to wear depending on the nature and intensity of their use, for instance, pan support, spreaders, caps and control knobs.
7. not carrying out maintenance and cleaning operations according to the manual.

In the event of any situation listed above, PITT cooking shall charge all costs to the person who applied - unjustly - to the warranty. These costs include repair costs, fixed costs, labor costs, call-out charges and costs of replacement parts. The same applies to any repairs not covered by the warranty for any other reason.

V. Data Protection

Your personal details will solely be used to process your order and for the handling of your warranty claim, such with due observance of the GDPR.

This is a translation of the original Dutch Terms and Conditions.
In case of inconsistencies, the original Dutch text prevails.