

CERTIFICATE OF COMMERCIAL WARRANTY

The **CERTIFICATE OF COMMERCIAL WARRANTY** applicable to consumers (any natural person or group of natural persons constituted in associations, acting for purposes outside their commercial, industrial or production, craft or liberal activity), for products sold by KITCHEN SHOP is:

- 6 months for cooking utensils and tools (e.g. ladles, spatulas, garlic presses, corkscrews, vegetable/fruit peelers, etc.), glass, textile, ceramic, porcelain and plastic products;
- 1 year for frying pans, baking trays with non-stick or silicone coating and for Coravin and Kesper brands;
- 2 years for cookware, cooking pots, knives and Miyabi, SodaStream, BSF, OXO, Lava, Microplane, Brita, Aladdin, Glasslock, Zokura, QVS, Zeroll, Teknotel, Grunweg, Demeyere- Resto and Young ranges, Veritable, Curver, Campart, FireFriend, Smartwares, Isi, Carpa Magica, Ooni, Polarbox, Pintinox, de Buyer (with the exception of the ranges specified below) and other products (stainless steel heat insulated bottles, cutlery, etc.);
- 2 years for the Zwilling, Bra, Monix brands (with the exception of the non-stick coating and pressure cooker gasket, steam release valve and float valve);
- 2 years for household appliances, except Cuisinart (3 to 5 years), Blendtec (8 to 10 years warranty), Excalibur (5 years);
- 2 years minimum for Chef's Choice products;
- 3 years for AMT GastroGuss cookware (excluding non-stick coating and pressure cooker gasket, steam release valve and float valve);
- Between 2 and 4 years for Kormaz products (see instructions on packaging) - except for the non-stick coating and the gasket, float valve and pressure cooker valve;
- Between 2 and 5 years for Imperia and Peugeot products (see instructions on packaging); Peugeot and Marlux grinding mechanisms are guaranteed for life;
- Between 2 and 10 years for SimpleHuman and AnySharp products (see product instructions) and Ballarini (Amalfi range 3 years, Rialto range 4 years, Alba range 10 years);
- 5 years for de Buyer's products from the Choc, Choc Extreme, Choc Resto Induction ranges, Emile Henry - Delight range;
- 10 years for Emile Henry products (except Delight range - 5 years), Pyrex, Brabantia, Demeyere (7-Ply pans and Atlantis, Apollo, Industry, Intense, Classicline, Proline, Multiline, 5-Plus ranges) and Demeyere and Zokura pressure cookers (except the float valve, steam release valve and rubber gasket);
- Lifetime warranty on Staub brand cookware and de Buyer brand cookware from the Mineral B and Carbone Plus ranges.
- For products not included in the above list, the commercial warranty period is that written on the original packaging.

The commercial warranty period applicable to the legal entity buyers for KITCHEN SHOP products will be equal to the above mentioned periods if they are less than one year. For all other products, the commercial warranty period applicable to legal entities will be one year, calculated from the date of purchase.

The products have been tested and approved in accordance with the requirements set out by the EU Directives. In order for these products to be operated under optimal conditions, they must be used and maintained in accordance with the pertaining instructions for use.

Any service problem can be reported to the email address office@kitchenshop.eu.

1. WARRANTY CONDITIONS

- 1.1 The duration of the commercial warranty for the product purchased is as stated above.
- 1.2 The warranty period starts from the date of the product's sale.
- 1.3 The Commercial Warranty granted for the Product is only applicable with respect to conformity defects that have been notified to the Seller by the Consumer within 2 (two) months from the date of detection of the defect.
- 1.4 The Commercial Warranty granted for the Product is only applicable with respect to conformity defects that have been notified to the Seller by the legal entity buyer within 2 (two) days from the date of detection of the defect.
- 1.5 The period of non-use due to lack of conformity occurring within the warranty period shall extend the period of the legal guarantee of conformity and the commercial warranty and shall start from the time when the lack of conformity is brought to the attention of the guarantor until the actual delivery of the goods in a state of normal use to the consumer.
- 1.6 Long-lasting products are household electrical appliances (such as food processors). Their average life expectancy is equal to the commercial warranty period offered by Kitchen Shop, except for products for which the warranty is for life. Products with a lifetime commercial warranty have an average lifetime of 50 years.
- 1.7 Repairs or replacements during the commercial warranty period shall be carried out within a reasonable period of time which shall not exceed 15 calendar days from the time the seller has been informed by the consumer of the non-conformity and which shall be agreed in writing between the seller and the consumer, taking into account the nature and complexity of the goods, the nature and seriousness of the non-conformity and the effort required to complete the repair or replacement. In the case of replacement of equipment or parts, the new part becomes the property of the consumer and the defective part becomes the property of the seller. The seller has the same obligations for the replaced product as for the product originally sold.
- 1.8 Personal hygiene products, unsealed by the consumer (such as nail cutters, scissors, tweezers, nail files, bath sponges, make-up sponges, manicure sponges, nail and cuticle nippers, etc.) can **NOT** be returned for health protection or hygiene reasons.

2. LIMITS OF THE WARRANTY

- 2.1 **Not subject to the warranty:**
 - normal wear and tear of the product;
 - **rusting of unglazed cast iron, iron, steel and copper cookware if the instructions are not followed. Read the instructions on the back of the packaging and on the sides of the packaging!**
 - **use of the product for commercial purposes or excessive use (abuse);**
 - deficiencies caused by careless handling or accidents (e.g. scratches, cracks, chipping, superficial cracks on the surface of **Flame®** ceramics and Emile Henry bread baking trays, burns, bending or chipping of knife blades, etc.);
 - deficiencies due to improper use (e.g. use of knives when cutting bones or non-food products, burning of cookware by employing too high a flame, etc.);
 - Aesthetic deficiencies (e.g. discoloration, staining, rainbow effect and dullness, milky appearance) or deficiencies caused by excessive heating and small noises normal in the heating process of stainless steel cookware;
 - the unpleasantness caused by the smell and smoke released in the cooking process;
 - the taste and consistency of the preparations resulting from the use of the appliances (e.g. fruit/vegetable juicer, grinder, coffee machine/espresso, blender, food processor, mixer)
 - steam release valve, float valve and pressure cooker gasket;
 - the ceramic or non-stick coating of non-stick cookware. Depending on the type of cooking or the temperature used for cooking, these cookware can gradually lose their non-stick qualities;
 - mould, flies and fleas that can occur in the organic ecosystem of Veritable gardens, and the light emitted by its LEDs.
- 2.2 **The warranty shall not give the right to compensations, other than the value of the actual product.**
- 2.3 Other provisions relating to warranties:

In case of non-conformity, as well as in case of commercial warranty, the consumer has the right to ask the seller first of all to repair the product or has the right to request the replacement of the product, in each case without payment, except for the case where the measure is impossible or disproportionate.

The **LEGAL GUARANTEE OF CONFORMITY** shall be granted to Consumers only. The seller's responsibility regarding the legal guarantee of conformity shall apply in the event that non-conformity occurs within a 2-year period, calculated from product's date of delivery. Any non-conformity found within one year from the date on which the goods were delivered shall be presumed to have already existed at the time of delivery of the goods, until proven otherwise or unless this presumption is incompatible with the type of the goods or the type of the non-conformity.

In case of non-conformity, the consumer has the right to benefit from bringing the goods into conformity, to benefit from a proportional price discount. The repair or replacement of the goods shall be carried out free of charge, within a reasonable period that cannot exceed 15 calendar days from the time the seller has been informed by consumer about non-conformity and which is established by mutual consent, in writing, between seller and consumer, taking into account the nature and complexity of the goods, the nature and severity of the non-conformity and the effort required to complete the repair or replacement.

INSTRUCTIONS FOR CARING FOR COOKING POTS AND UTENSILS

- Before first use, remove all labels and wash dishes and cooking utensils with water and dishwashing liquid, then dry them!

Instructions for cleaning and maintenance of non-stick cookware (AMT, Kitchen Craft, Ballarini, de Buyer, Korkmaz, Demeyere, Zokura, Zwilling, BRA, Monix)

- Do not overheat non-stick cookware. Do not leave them on the heat source for more than 3 minutes without adding food or cooking oil, otherwise the non-stick coating will burn and change colour.
- To ensure that the cookware retain their properties, do not use sharp kitchen utensils or hard materials, but only wooden, plastic or silicone kitchen utensils.
- The plastic handles of the non-stick cookware are oven-proof at temperatures between 160 and 240 degrees Celsius. Keep them away from direct flame!
- Cookware with non-stick coating on the inside are cleaned with hot water and ordinary dishwashing detergent. Do not use a wire sponge! We recommend hand washing.
- The sediment (grey powder) that appears on the outside of the cookware's base after washing in the dishwasher is a natural occurrence resulting from a chemical reaction of the alkaline substances often contained in dishwasher tablets and does not affect the properties of the dishwasher. To remove it, use ordinary dishwashing detergent.

Instructions on cleaning and maintenance of stainless steel cookware

- When cooking, avoid high temperatures as they will burn the food and yellow the outside of the cookware.
- Use a fine sponge and dishwashing detergent to clean the dishes. We recommend not cleaning with wire sponges or abrasive cleaners.
- If you notice stains, discoloured areas or a rainbow effect on surfaces, you can easily clean them with a mixture of vinegar and water or lemon juice. These occur because of the minerals existing in the food or water.
- It is recommended to add table salt to the already hot water. Salt can damage stainless steel if it does not dissolve immediately.

Instructions on cleaning and maintenance of cast iron cookware

- Before first use, grease/season the cookware with a little cooking oil, heat over low heat for a few minutes, then remove excess oil.
- Do not place the cast iron cookware directly on the large flame. Heat gradually, starting with a low flame.
- **Do not subject the cookware to thermal shock** (e.g. after use, do not place the hot cookware in cold water) or strong mechanical shock as cracks may occur.
- Do not put cookware with wooden handles in the oven.
- To clean the dishes, use a fine sponge and ordinary dishwashing detergent. Enamelled cast iron dishes must not be cleaned with wire sponges!
- Dishes can also be cleaned in the dishwasher (only for enamelled cast iron), but we recommend washing by hand. Using the dishwasher can give them a milky, sweeping effect.
- Cast iron cookware without enamelled surface should be wiped with a dry cloth immediately after washing. Then 'season' with cooking oil after drying. Otherwise, rust will build up.

Instructions for the cleaning and maintenance of Emile Henry ceramic cookware

- Ceramic dishes can be inserted directly from the fridge into the oven. These products are high-temperature and microwave resistant.
- **Flame®** ceramic dishes are easy to clean by hand, and using a dishwasher can give them a milky, sweeping effect.
- Ceramic dishware made with **Ceradon®** technology are **NOT** to be used directly on the flame, but only in the classic and/or microwave oven (trays, plates, ramekin bowls, etc.)
- Ceramic cookware made with **Flame®** technology can be used on the flame and in the oven, as well as on glass ceramic, halogen and electric hobs.
- For **Flame®** Ceramics (cooking pots, frying pans, saucepans), before the first use, it is recommended to boil enough milk to cover the base of the cookware. Allow it to cool before washing.
- Always use a small or medium flame, not exceeding the circumference of the base of the cookware. Use the product for slow cooking.
- During use, small surface cracks may appear on the glazed surface of **Flame®** ceramics and bread baking trays. This is normal and does not affect the quality of the cookware.
- **The Delight** range can be used on any type of hobs, including induction hobs.
- **BBQ** ceramics are only to be used on the outdoor grill and in the oven. Do not place the product directly upon the flame because it will crack!
- If hardened food leftovers remain on the base of **Flame®** cooking pots, bring a mixture of water and white vinegar/dishwashing liquid/baking soda to a boil.
- Do not use the empty cookware on a heat source!

Instructions for cleaning and maintenance of knives

- Do not use kitchen knives for other household activities such as cutting bones, cans, wood, loosening screws, use only for cutting food. Sharpen knives regularly. The sharpening angle of European knives, on the sharpening steel or sharpening stone is 22-25 degrees. For Japanese knives, the sharpening angle is between 10-20 degrees and we recommend the use of fine-grained sharpening stones (from 1000 fine-grain upwards).
- Vegetables, meat, fish or bread differ greatly in size and texture. Use the right knife for each of these types of food.
- Don't leave knives in the sink! Not only can you injure yourself while washing dishes, but their edge will be damaged from contact with other dishes.
- Use only wooden or plastic cutting boards. Glass, ceramic or stone cutting boards are very hard and can damage the fine blade of the knives.
- Clean knives immediately after use. Stainless steel knives are not 100% stainless either, as they contain carbon (for hardness). Thus, acids (produced by fruit and vegetable juices, mustard, ketchup, etc.) must be removed from the blade immediately after use. After use, the blade should be cleaned as soon as possible with a damp cloth or non-abrasive sponge and dried with a towel. If rusty stains do appear, they can easily be removed using a soft cloth or a special non-abrasive stainless steel cleaner.
- Do not leave the knives in water for a long time. Knives with a synthetic or stainless steel handle can be put in the dishwasher (maximum 50°C).
Caution: **Knives with riveted or wooden handles must not be cleaned in the dishwasher.** The sudden temperature difference between the handle and the blade can cause the blade to break and the wooden handle absorbs water and deteriorates. In general, we do not recommend washing knives in the dishwasher!
- Small scratches and dull spots on stainless steel handles can be removed using a rough sponge that does not contain metal particles.

Instructions for pasta machines and accessories (for tagliatelle, noodles, spaghetti, etc.)

- These products must be cleaned with a dry cloth or soft brush. DO NOT wash with water or detergent as they will rust (steel - when in contact with water - oxidises).

Instructions for use of the lidded food storage containers

- It is necessary to remove the lid before using the food storage container in the microwave or in the conventional oven (for those products that are allowed to be used in the conventional oven).

Instructions for use and maintenance of steel cookware

- Steel cookware should be seasoned regularly. For seasoning, pour 1 mm of cooking oil into the cookware and heat until it begins to smoke slightly, then drain the oil and wipe off the excess with a paper towel. As the cookware is used, it will turn a dark colour. The darker the colour of the cooking pot, the more effective the natural non-stick coating is, and you can start cooking delicate products such as fish or eggs.
- For **MINERAL B ELEMENT®** frying pans finished with beeswax, rub the whole frying pan thoroughly to remove excess wax, then season with cooking oil.
- Cook at medium temperature, don't overheat the cooking pot while it's empty and don't use the powerboost function of the cookers.
- Wash by hand in hot water without detergent and wipe with a paper towel. Then lightly grease with a cloth or paper soaked in cooking oil and store in a dry place to avoid oxidation.
- If it has rusted, clean the cookware with a wire sponge and resume the recommended seasoning process.

Instructions for use and maintenance of copper cookware

- **Do NOT** wash copper cookware in the dishwasher or with a wire sponge. Use special copper cleaning paste to restore the shine. Copper oxidises and changes colour in contact with moisture, air and heat.

Instructions for cleaning and maintaining cutlery

- Clean the cutlery after use. Leftover food leftovers can cause rust stains. If using the dishwasher, remove cutlery within 20 minutes of finishing the wash cycle. We recommend washing at **max. 50°C**.

Maintenance and cleaning instructions for Origin and Origin 2.0 collections - R2S brand

- The rustic look of this collection is achieved by applying a glossy glaze with a crackle effect. Do not leave dishes in water or with food leftovers for a long time. They should be washed and dried with a kitchen towel after use.

Instructions for use and maintenance of salt and peppercorn grinders

- **Salt grinder** - use dry salt, whose crystals do not exceed 4 mm in diameter. Do not use the salt grinder to grind peppercorn or sea salt, as its moisture can corrode the mechanism.
- **Wet salt grinder** - use the grinder with a special mechanism designed for this type of salt.
- **Peppercorn grinder** - use dry, hard black, white or green peppercorns, with a maximum diameter of about 5 mm. Pink peppercorns can only be used in a mixture (maximum 15% pink peppercorns) with one of the above pepper types. Dried coriander seeds can also be used in the Peugeot peppercorn grinders.
- Do not clean the grinder in the dishwasher.
- Store the grinder in a dry environment, away from moisture and heat sources.