

WARRANTY CERTIFICATE

The **COMMERCIAL WARRANTY PERIOD** applicable to consumers (any natural person or group of natural persons acting outside their commercial, industrial, artisanal, or liberal activities) for products sold by KITCHEN SHOP is:

- 2 years for cooking pots, utensils, and cooking tools, thermoses, stainless steel cutlery, and household appliances, except for the cases listed below;
- 3 years for AMT GastroGuss cooking pots;
- Between 2 and 5 years for Westmark and Korkmaz products (refer to the instructions on the packaging);
- Between 2 and 10 years for AnySharp, Ballarini, Duralex, Imperia, Peugeot, SimpleHuman products (refer to the instructions on the packaging);
- 5 years for de Buyer products from the Choc, Choc Extreme, Choc Resto Induction ranges, Emile Henry – Delight and Sublime+ ranges, Demeyere (Alu Industry 3 Duraslide and Alu Industry Ceraforce ranges);
- Between 8 and 10 years for Blendtec products;
- 10 years for Emile Henry products (except for the Delight and Sublime+ ranges – 5 years), Pyrex, Brabantia, Demeyere (5-Ply, 7-Ply pans and Atlantis, Apollo, Intense, Proline, 5-Plus, Commercial, Mini ranges, Resto 3);
- Lifetime warranty for Staub cookware, de Buyer cookware from the Mineral B and Carbone Plus ranges, the mechanism of Peugeot, Marlux, and de Buyer salt and pepper mills;
- Pressure cookers: Monix, Bra, Zwilling, Korkmaz, Zokura (2 years), AMT (3 years) – (excluding the gasket, valve, and safety valve);
- For products not included in the above list, the commercial warranty period is the one indicated on the original packaging, with a minimum of 2 (two) years.

The commercial warranty period applicable to legal entity buyers will be 1 (one) year, calculated from the date of purchase.

The products have been tested and approved in accordance with the requirements of European Directives. To ensure optimal use of these products, it is necessary to use and maintain them according to the attached user instructions.

For any issue you can contact KitchenShop via email at office@kitchenshop.eu or by using the contact form on our website: <https://www.kitchenshop.eu/en/contactus>.

1.WARRANTY CONDITIONS

- 1.1 The commercial warranty duration for the purchased product is as mentioned above.
- 1.2 The warranty period begins on the date of product sale and is valid only upon presentation of the Warranty Certificate and the receipt or tax invoice, as applicable.
- 1.3 The Commercial Warranty granted for the Product applies only to conformity defects reported to the Seller by the Consumer within 2 (two) months from the date of discovering the defect.
- 1.4 For legal entity buyers, the conformity defects must be reported to the Seller within 2 (two) days from the date of discovering the defect.
- 1.5 The downtime caused by non-conformity issues during the warranty period extends both the legal conformity warranty period and the commercial warranty period. This time begins when the guarantor is notified of the non-conformity and ends when the product is returned in normal operating condition to the consumer.
- 1.6 Personal hygiene products unsealed by the consumer (e.g., nail clippers, scissors, tweezers, nail files, bath sponges, makeup sponges, manicure scrapers, nail and cuticle clippers, etc.) cannot be returned for health protection or hygiene reasons.

2.WARRANTY LIMITATIONS

2.1 The warranty does not cover:

- Normal wear and tear of the product;
- **Rusting of unenameled cast iron, iron, or steel products, or the tarnishing of copper if the instructions are not followed (refer to the instructions on the reverse and packaging);**
- **Commercial use or excessive use (abuse) of the product;**
- Defects caused by negligent handling or accidents (e.g., scratches, chips, cracks, superficial fissures on Flame® ceramic surfaces and Emile Henry bread baking dishes, burns, bending or chipping of knife blades);
- Defects resulting from improper use (e.g., using knives to cut bones or non-food items, burning pots by using excessive heat);
- Aesthetic defects (e.g., discoloration, staining, rainbow effect, dullness, milky appearance) caused by overheating or normal heating noises in stainless steel cookware;
- Issues caused by odors and smoke during cooking;
- The taste and texture of food prepared using appliances (e.g., fruit/vegetable juicer, grinder, coffee filter/espresso machine, blender, food processor, mixer);
- Gaskets, valves, and safety valves of pressure cookers;
- The non-stick layer of non-stick or ceramic-coated cookware, as these can gradually lose their non-stick properties depending on the type of cooking or temperature used;
- Mold, gnats, and fleas that may appear in the organic ecosystem of Veritable gardens, as well as the light emitted by their LEDs.

2.2 The warranty does not entitle the consumer to compensation beyond the value of the product itself.

2.3 Other provisions relating to warranties:

In cases of non-conformity and commercial warranty claims, consumers are entitled to request repair or replacement of the product from the seller at no cost unless such a measure is impossible or disproportionate.

CARE INSTRUCTIONS FOR COOKWARE AND COOKING TOOLS

- Before the first use, remove all labels and wash cookware and cooking tools with water and dish detergent, then dry them.

Instructions for cleaning and maintaining non-stick cookware:

- Do not overheat cookware or leave it on a heat source for more than 3 minutes without adding food or cooking oil, as this may burn the non-stick coating, change its color, and reduce its non-stick properties.
- Avoid thermal shock (e.g., do not place hot cookware in cold water after use).
- To protect the non-stick coating, use only wooden, plastic, or silicone utensils, not sharp or hard materials.
- Plastic handles of non-stick cookware withstand oven temperatures up to 160 or 240 degrees Celsius, depending on the model. Keep them away from direct flame!
- Non-stick cookware should be cleaned with hot water and ordinary dish detergent. Avoid using the abrasive side of sponges or steel wool. Manual washing is recommended.

Instructions for cleaning and maintaining ceramic non-stick cookware:

- Do not overheat ceramic non-stick cookware or leave it on a heat source for more than 3 minutes without adding food or cooking oil, as this may burn the coating, change its color, and reduce its properties.
- Avoid using metal utensils on the non-stick surface. Use plastic, silicone, or wooden utensils to prolong the life of the cookware.
- Avoid thermal shock (e.g., do not place hot cookware in cold water after use).
- Over time, the non-stick coating may lose its properties. This process is accelerated by exposure to high temperatures.
- Clean with hot water and regular dish detergent. Do not use the abrasive side of sponges or steel wool. Manual washing is recommended.

Instructions for cleaning and maintaining stainless steel cookware:

- Do not overheat cookware or leave it on a heat source for more than 3 minutes without adding water, food, or cooking oil, as the surface may yellow or develop a rainbow effect. Exposure to minerals and acids in food, chlorides, and aggressive cleaning agents can lead to white spots.
- Clean using a soft sponge and dish detergent. Avoid steel wool or abrasive cleaners.
- For spots, discoloration, or rainbow effects, clean easily with a mixture of vinegar and water or lemon juice.
- Add table salt to already boiling water. Salt can affect stainless steel if it does not dissolve immediately.

Instructions for cleaning and maintaining cast iron cookware:

- **Do not place cast iron cookware directly on high flames or the highest heat setting of induction stoves.** Gradually heat, starting with low flames or lower heat settings.
- Before the first use, season the cookware with a small amount of cooking oil. Heat gradually for a few minutes, then remove excess oil.
- Avoid thermal shock (e.g., do not place hot cookware in cold water after use) or strong mechanical shock, as cracks may appear.
- Do not place cookware with wooden handles in the oven.
- Clean cast iron cookware with a soft sponge and regular dish detergent. Enameled cast iron cookware should not be cleaned with steel wool!
- Cast iron cookware can be cleaned in the dishwasher (only enameled cast iron), but manual washing is recommended to avoid a milky or dull appearance.

Instructions for cleaning and maintaining Emile Henry ceramic cookware:

- Ceramic cookware can be transferred directly from the refrigerator to the oven. These products are resistant to high temperatures and microwaves.
- Clean Emile Henry ceramic manually. Using a dishwasher may result in a milky or dull appearance.
- Ceramic made with **Ceradon®** technology should NOT be used directly on flames, but only in conventional and/or microwave ovens (e.g., trays, plates, ramekins, etc.).
- **Flame®** and **SUBLIME®** ranges can be used on flames, in the oven, and on vitroceramic, halogen, and electric stoves.
- For **Flame®** ceramic (pots, tagines, casseroles), before first use, boil enough milk to cover the base of the cookware. Let it cool before washing.
- Always use a small or medium flame that does not exceed the base of the cookware. Use for slow cooking.
- During use, small superficial cracks may appear on the enameled surface of **Flame®** ceramics and bread baking dishes. This is normal and does not affect the quality of the cookware.
- The **Delight** and **SUBLIME+** ranges are suitable for use on any type of hob, including induction.
- **BBQ** ceramics are for outdoor grills and ovens only. Do not place the product directly on flames, as it will crack.
- If hardened food remains on the base of **Flame®, SUBLIME®, or Delight** cookware, boil a mixture of water and white vinegar/dish detergent/baking soda.
- Do not use the cookware empty on a heat source.

Instructions for cleaning and maintaining knives:

- Do not use kitchen knives for non-cooking tasks such as cutting bones, cans, or wood, or unscrewing screws; use them only for cutting food. Sharpen knives regularly. The sharpening angle for European knives on a sharpening steel or stone is 22-25 degrees. For Japanese knives, the angle is 10-20 degrees, and a fine-grit stone (1000+) is recommended.
- Vegetables, meat, fish, or bread vary significantly in size and texture. Use the appropriate knife for each food type.
- Do not leave knives in the sink! This not only poses a risk of injury while washing but also dulls the blades from contact with other dishes.
- For cutting, use only wooden or plastic cutting boards. Glass, ceramic, or stone cutting boards are very hard and can damage the fine edge of knives.
- Clean knives immediately after use. Even stainless steel knives are not 100% rustproof as they contain carbon for hardness. Acids (produced by fruit and vegetable juices, mustard, ketchup, etc.) should be removed from the blade immediately after use. After use, clean the blade quickly with a damp cloth or non-abrasive sponge and dry it with a towel. If rust spots appear, they can easily be removed with a soft cloth or special stainless steel cleaner.
- **Knives with riveted or wooden handles should not be washed in a dishwasher.** Sudden temperature changes between the handle and blade can cause the blade to break, and wooden handles absorb water and deteriorate. In general, knife washing in dishwashers is not recommended.
- Small scratches and dull spots on stainless steel handles can be removed using a coarse sponge that does not contain metallic particles.

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

- These products are cleaned with a dry cloth or a soft brush. DO NOT wash with water or detergent, as they will rust (steel oxidizes on contact with water).

Instructions for using food containers with lids:

- Remove the lid before using containers in a microwave or conventional oven (for products approved for use in conventional ovens).

Instructions for using and maintaining steel cookware:

- Steel cookware should be seasoned regularly. For seasoning, pour 1 mm of cooking oil into the pan and heat it until it lightly smokes. Drain the oil and wipe away the excess with a paper towel. As the pan is used, it will darken. The darker the pan becomes, the more effective its natural non-stick layer will be, allowing you to cook delicate foods such as fish or eggs.
- Pans from the **MINERAL B ELEMENT®** range protected with beeswax must be thoroughly scrubbed to remove excess wax before seasoning with cooking oil.
- Cook at medium temperatures, avoid overheating the empty pan, and do not use the power boost function on stoves.
- Wash manually with hot water, without detergent, and wipe dry with a paper towel. Then lightly grease with an oil-soaked cloth or paper and store in a dry place to prevent rusting.
- If the pan rusts, clean it with steel wool and/or coarse salt, then repeat the recommended seasoning process.

Instructions for using and maintaining copper cookware:

- Copper cookware **MUST NOT** be washed in the dishwasher or with steel wool. To restore its shine, use a special paste for cleaning copper. Copper oxidizes and changes color when exposed to moisture, air, and heat.

Instructions for cleaning and maintaining cutlery:

- Clean cutlery after use. Food residues can cause rust spots. If using a dishwasher, remove cutlery within 20 minutes after the cycle ends. Washing at a maximum of 50°C is recommended.

Instructions for using and maintaining salt and pepper mills:

- **Salt mills:** Use dry salt crystals no larger than 4 mm in diameter. Do not use salt mills to grind pepper or sea salt, as moisture can corrode the mechanism.
- **Wet salt mills:** Use mills with a mechanism specifically designed for this type of salt (ceramic mechanism).
- **Pepper mills:** Use dried black, white, or green peppercorns with a maximum diameter of 5 mm. Pink peppercorns can only be used in a mix (maximum 15% pink pepper) with one of the aforementioned types of pepper. Dried coriander seeds can also be used in Peugeot pepper mills.
- Do not place the mill in the dishwasher.
- Store the mill in a dry environment, away from moisture and heat sources.