



### About our guarantee

Joseph Joseph is proud of the quality and workmanship in its products and we hope that you do not experience any problems. In the unlikely event that your product develops a fault, our guarantee periods are outlined below.

Please note that the guarantee covers faulty workmanship and/or materials when the product is used in normal, domestic conditions and in compliance with the care instructions provided.

It does not cover the below:

Accidental damage, normal wear and tear, damage caused by abuse or negligence, staining caused by strongly coloured foods/spices, melting caused by overheating, scoring of boards and rusting of stainless steel.

### What is the guarantee period?

The guarantee will apply from the original date of purchase and applies to the original product only. If at any point you receive a replacement, the replacement product would only be under guarantee for whatever time period was still remaining from the original guarantee.

All products are guaranteed for a minimum of 2 years\*.

We offer an exclusive guarantee on the below products:

- Totem, Titan and Porta™ Intelligent Waste Bins - 3 years
- Glide and Pocket Ironing Boards - 3 years (ironing board frame only)

\*Please note, our bin liners, filters and spare parts are excluded from our guarantee.

### What information do I need to provide?

To make your claim, we kindly ask you to contact us with the below information:

Retailer customers:

Your proof of purchase, product batch code (where applicable), clear images or video footage of your defective item.

### What is a product batch code?

Our batch codes are located in different locations depending on the product. Please use the guide below to help you identify yours.

#### Type 1:

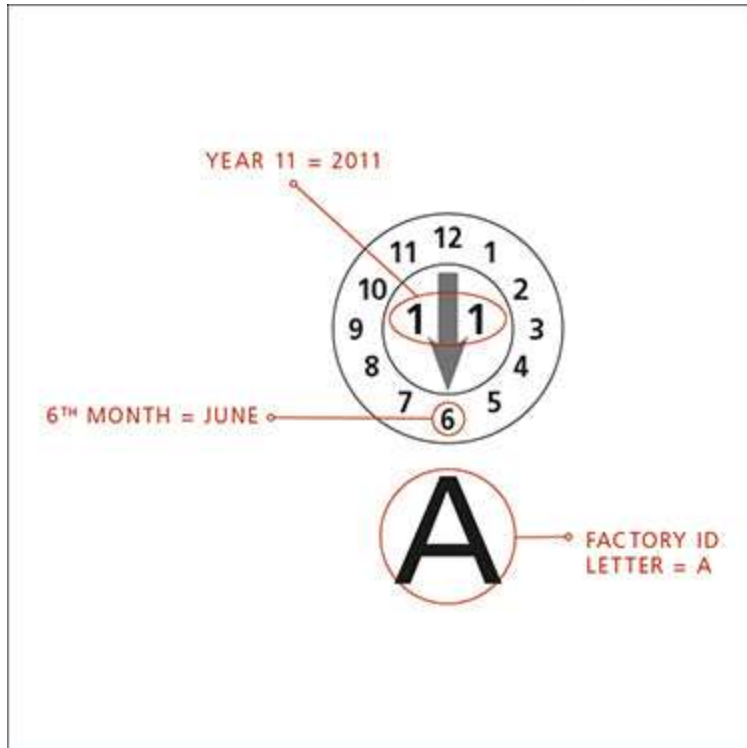
Used for the majority of our products except knives and Totem bins (see below).

Batch Code Style:

Circular dial with numbers.

Location / Format:

Imprinted on the product itself or on the packaging in the form of a sticker.



Type 2:

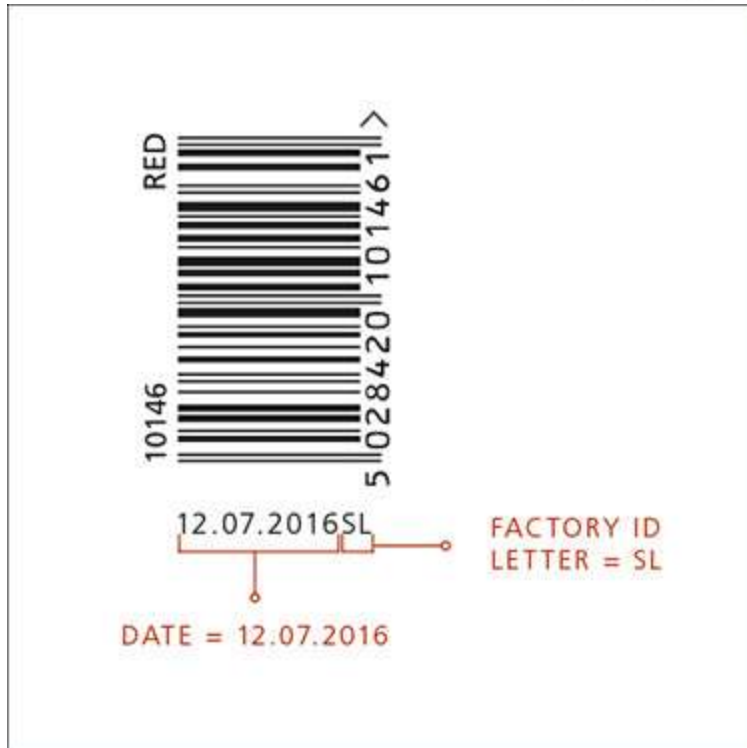
Used for knives and a few other products.

Batch Code Style:

A date code consisting of 8 digits and 2 letters.

Location / Format:

Printed on the packaging near to or alongside the barcode.



Type 3:

Used on Totem, Titan and Porta bins.

Batch Code Style:

A date code consisting of digits and letters.

Location / Format:

Small white sticker placed on the inside or underneath the unit.



Do you have any exclusions to the guarantee policy?

We will not guarantee products which:

- Have not been used or maintained in accordance with the Care Instructions
- Have been modified or repaired by anyone other than Joseph Joseph
- Were purchased as pre-owned, refurbished or via an unauthorised re-seller; In this instance, your consumers right would lie with the point of sale