



Better. Guaranteed.

Our Commitment

At OXO, we believe in better design, better functionality and a better user experience. For more than three decades, we have made everyday tasks easier with products that combine thoughtful design, quality materials and reliable performance. We are committed to high standards of quality and functionality, and we stand behind any OXO product found to have a defect in materials or workmanship through the OXO Better Guarantee described below.

OXO Better Guarantee

Statutory Consumer Rights

Consumers benefit from statutory rights relating to goods that do not conform to the contract of sale. These rights are provided by applicable consumer protection laws and are not affected by this commercial guarantee.

OXO products are designed for normal household use and are manufactured to high quality standards.

Guarantee Period

Subject to the exception below, all OXO products are covered by this commercial guarantee for a period of 30 years from the date of original retail purchase.

For OXO cookware products, the non-stick coating is covered by this commercial guarantee for a period of 2 years from the date of original retail purchase.

Each applicable Guarantee Period begins on the date of original retail purchase and applies only to the original consumer purchaser.

What is covered?

This commercial guarantee covers defects in materials or workmanship that arise during the applicable Guarantee Period when the product has been used and maintained in accordance with the applicable [Use & Care instructions](#).

What is not covered?

This commercial guarantee does not cover damage or defects resulting from misuse or abuse, use other than normal household use, failure to follow the applicable Use & Care instructions, improper maintenance or storage, modification or alteration of the product, accidental damage, normal wear and tear, or events beyond OXO's reasonable control.

How to make a claim

To make a claim under this commercial guarantee, please contact OXO Customer Service and provide the following: proof of purchase, details of the product and a description of the claimed defect.

OXO may request photographs of the product or additional information reasonably required to assess the claim.

What will OXO do?

If a valid claim is approved under this commercial guarantee, OXO will replace the product with the same product or, if the same product is no longer available, a comparable replacement product.

Guarantee Provider

This commercial guarantee is provided by Kaz Europe Sarl and applies to products purchased within Europe, the Middle East, Africa and South Asia.

This commercial guarantee is provided in addition to the rights and remedies available to consumers under applicable consumer protection laws and does not affect those rights.