



Warranty

[Home](#) >> [Warranty](#)

C.A.C. Smallware Warranty

C.A.C. offers a non-transferable, one (1) year limited warranty on every new C.A.C. electronic appliance and selected smallware items to the original purchaser within the continental United States unless otherwise noted. With the exception of blades, coatings, light bulbs, and other wear items subject to normal use, the warranty covers repair or replacement of any part which proves to be defective in material or workmanship within one (1) year from C.A.C.’s authorized dealer invoice date. This warranty does not cover periodic maintenance.

This warranty does not extend to defects caused by improper handling, assembly or disassembly, unauthorized modification, accidental misuse, negligence or abuse, or failure to follow the product manual. The decision to repair or replace a covered part or product will be made at C.A.C.’s sole discretion. C.A.C. may require an inspection of the alleged defective product before repairing or replacing. C.A.C. may require the return of the alleged defective product, which may be subject to our Return Policy. C.A.C. is not responsible for any unauthorized return.

C.A.C.’s obligation and liability under this warranty is expressly limited to repair or replacement as stated above, and does not include labor for repair or replacement. In no event shall C.A.C. be liable for incidental or consequential damages to buyer or any third party, including but not limited to, loss of property, personal injury, loss of business or profits, other economic losses, or statutory or exemplary damages, whether in negligence, warranty, strict liability, or otherwise.

Warranty Registration

IMPORTANT! This warranty is in force only if a completed warranty registration, hardcopy or online, has been received by C.A.C. within thirty (30) days of purchase.

To register, simply return the warranty registration card to C.A.C., along with a copy of the original receipt or proof of purchase from C.A.C.’s authorized dealer indicating the date of purchase. Receipt or proof of purchase is required for the warranty to become effective.

C.A.C. WARRANTY REGISTRATION CARD

Product Number / Name: _____

Product Serial Number: - _____

Date of Purchase: _____ Dealer Name: _____

User Name: _____ Email Address: _____

Address: _____

Daytime Phone Number: _____

Signature: _____ Date: _____

*Please return this warranty registration card to C.A.C., along with a copy of the original receipt or proof of purchase from C.A.C.'s authorized dealer indicating the date of purchase. This warranty cannot be registered successfully without purchase date proof.

www.cacchinausa.com/warranty

+

A Copy of the Original Receipt
or
Proof of Purchase

Please send to:

C.A.C.
251 Circle Drive North
Piscataway, NJ 08854

--- or ---

warranty@cacchinausa.com

▲ This is included in the product packaging.

OR, Register Online

Warranty Support

Please follow these steps to make sure your warranty issue is addressed appropriately. Failure to do so may delay the process or void the warranty.

End Users: Please contact the dealer from whom you purchased this product to initiate a warranty claim.

Dealers: Please contact C.A.C. at warranty@cacchinausa.com or +1 (800)-788-7756 with the following information ready to initiate a warranty claim.

-Product and if applicable, serial number

- Date of sale to end user
- Description and if applicable, pictures of product symptoms or failure

C.A.C. Chinaware Warranty

C.A.C. offers a one (1) year edge-chip warranty on chinaware from the date of purchase. This warranty covers only regular round plates and oval platters in normal service use in the continental United States. This warranty applies to only edge chipping and does not apply to breakage. Other terms and conditions may apply.

To submit a claim, please contact C.A.C. at warranty@cacchinausa.com or +1 (800)-788-7756 with a C.A.C. invoice dated within one (1) year from the date of claim. A return authorization (RA) number will be provided to customer within one (1) week after the claim is received. Edge-chipped products must be returned freight prepaid. Collect shipment will not be accepted. Upon receipt of returned products, C.A.C. will inspect the products and determine validity of the claim. Replacement will be shipped freight prepaid within fifteen (15) business days.

About Us

With a renowned history in tabletop, C.A.C. has been recognized as a trend leader in the foodservice and hospitality industry.



Hours

Business Hours
Monday - Friday 9:00 AM - 5:30 PM EST

Showroom Hours
Monday - Friday 9:00 AM - 5:00 PM EST



Help

- [Contact Us](#)
- [Catalogs](#)
- [Terms & Conditions of Sales](#)
- [Warranty](#)
- [Privacy Policy](#)

Contacts

- 251 Circle Drive North
Piscataway, NJ 08854, U.S.A.
- [+1 \(800\) 788-7756](tel:+18007887756) | [+1 \(732\) 563-4300](tel:+17325634300)
- [FAX +1 \(732\) 563-2260](tel:+17325632260)
- orders@cacchinausa.com
samples@cacchinausa.com
info@cacchinausa.com