

Warranty Policy

Thank you for your interest in Vacu Vin products. Here you will find everything you need to know about the warranty on our products and how to claim it.

5-year warranty

To feel reassured in your everyday use, each product has a 5-year warranty against manufacturing defects that is valid from the day of purchase. To ensure the quality of our products, we check all our products, thus long-term use can be guaranteed.

If any manufacturing defect is found, we are more than happy to repair or replace your product. To claim the 5-year warranty a proof of purchase must be provided in order to validate these claims. Make sure a clear date from an authorized retailer is visible.

Returning products

How to invoke the warranty when manufacturing defects are found on your Vacu Vin product.

Contact us via the Customer Service form above. To receive a quick and efficient response with your query, please add the following information to your email:

- Proof of purchase.
- Photo of the product with the defective area clearly in frame.
- Clear description of the issue, with details on when the issue arises and was first noted.

If we are not able to identify the problem based on the given description and the product needs to be repaired, we may ask you to return the product back to us. Do not send the product in advance, as we will not cover the cost of returned products that are sent back on own initiative.

Manufacturing defect

A manufacturing defect is only valid when it's caused by material or operational defects.

Damages caused by the following actions are not seen as manufacturing defects and are not covered by our warranty policy:

- Accidental damage
- Acceptable wear & tear traces
- Abuse or negligence
- Melting caused by overheating
- Food stains caused by coloured food or spices
- Scoring of cutting boards

Please use the instructions manual that is provided with the purchased product to prevent any form of abuse. We highly recommend not to perform any repairs to the product on own initiative. If a situation like this occurs, the product will no longer have a warranty.