

Australia

Meyer Cookware Australia Pty Ltd
Service Department
Reply Paid 85097
Croydon South VIC 3136

New Zealand

Meyer New Zealand Ltd
PO Box 2212
Shortland Street
Auckland 1010

To ensure the validity of your guarantee please retain proof of purchase and register the purchase with Meyer on-line or alternatively via mail.

Reimbursement will be provided in the form of Electronic Funds Transfer, and will include postage costs only (not handling) required to return the product to Meyer Cookware Australia. Please allow 15 working days for reimbursement, from receipt of product at Meyer Cookware Australia Pty Ltd. In addition RACO® CastStone carries a Lifetime Guarantee.

RACO® Lifetime Guarantee – Australia and New Zealand

Our goods come with guarantees that cannot be excluded under the Australian and New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Meyer Cookware Australia Pty Ltd and Meyer New Zealand Ltd ("Meyer") provides the following guarantee in relation to RACO® CastStone cookware ("the Product").

The benefits of this guarantee are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this guarantee is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified. Meyer guarantees that, subject to the exclusions and limitations below, the Product will be free from defects in materials and workmanship under normal domestic household use for the lifetime of the Product. The guarantee period commences on the date of sale by the original retailer to the original purchaser. The lifetime guarantee applies only while the Product is owned by the original purchaser.

Use of the Product in a commercial capacity will void this Lifetime Guarantee.

If a defect appears in the Product before the end of the guarantee period and Meyer finds the Product to be defective in materials or workmanship, Meyer will, in its sole discretion either:

- (a) repair the Product using identical components; or
- (b) replace the Product with a product comparable in quality and value

Meyer reserves the right to replace defective parts of the Product with parts and components of similar quality, grade and composition where an identical part or component is not available.

Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the products.

Meyer reserves the right to change or discontinue its product ranges at any time without notice and without liability.

Guarantee claims

Any claims for guarantee should be made with proof of purchase and full details of the alleged defect, to Meyer by sending the Product to the contact address below for assessment.

To ensure the validity of your guarantee please retain proof of purchase and register the purchase with Meyer on-line or alternatively via mail.

The customer must make the Product available to Meyer or its authorised repair agent for inspection and testing.

Limitations

Meyer makes no express guarantees or representations other than set out in this Guarantee.

The repair or replacement of the Product, or the refund of the purchase price of the Product, is the absolute limit of Meyer's liability under this RACO® Lifetime Guarantee.

Exclusions

This Guarantee does not apply where:

- the damage to or defect in the Product is caused by normal wear and tear;
- the Product has been on-sold or assigned by the original purchaser;
- the Product has been used for commercial purposes;
- the Product has been used for purposes other than the purpose for which it was designed;
- the Product has been repaired by someone other than Meyer or an authorised repairer of Meyer;
- the Product has been subject to abnormal conditions, whether of temperature, water, humidity, pressure, stress or similar;
- corrosive or abrasive matter has been applied to the Product;
- the defect in the Product has arisen due to the original purchaser's failure to properly maintain or use the Product in accordance with the Use and Care Instructions specified by Meyer; or
- the Product has been misused, abused, neglected or involved in an accident.

This guarantee does not cover scratches, stains, discolouration or damage caused by overheating.

Contact

If you have any queries regarding this product please contact –

Australia

Customer Service Department
Meyer Cookware Australia Pty Ltd
1-19 Merrindale Drive
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PH: (03) 9761 5655
FAX: (03) 9761 5658
EMAIL: service@meyerau.com.au
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New Zealand

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RACO®

CASTSTONE

Important Safety and Use and Care Information

Thank you for choosing RACO® CastStone cookware.

Please take the time to read the following use and care instructions to ensure you get the most out of your new cookware. Please note that some sections are generic in nature and may not apply to your specific cookware.

Cleaning Before First Use

- Remove all labels and wash the cookware thoroughly with mild dishwashing detergent and warm water. Please ensure the cookware is dried thoroughly before storing or using.

General Cleaning

- Carefully wipe off spills which occur during cooking immediately for easier clean up later.
- Always allow cookware to cool down after use and before cleaning.
- Do not pour cold water into hot cookware.
- Before washing non-stick cookware, carefully wipe out any food residue or grease particles with a paper towel.
- To clean non-stick cookware, only use mesh pads specifically labelled as being suitable for non-stick surfaces. Do not use steel wool, coarse scouring pads or harsh abrasives including oven cleaners to clean cookware.
- Always wash cookware thoroughly after use with mild dishwashing detergent and warm water to remove all traces of food or grease particles.
- If the cookware has dried or burnt on food deposits, partially fill the cookware with three parts water to one part detergent or vinegar and bring to the boil. Turn off the heat source and set aside for a period to cool. This may assist food deposits to soften before washing in mild dishwashing detergent and warm water using a non-abrasive mesh pad or soft brush.

Dishwasher Use

- Whilst this cookware is dishwasher safe, we recommend hand washing to avoid discolouration and to prolong the life of the cookware.

Storage

- Always ensure cookware is dried thoroughly before storing away.

Cooktop Suitability

- This cookware is suitable for all cooktops including induction.
- Always refer to the cooktop manufacturer's instructions prior to using this cookware.

Induction Cooktops

- Only cookware with a magnetic base is suitable for use on induction cooktops, therefore glass, aluminium and copper cookware is not appropriate. Depending on the metals used in construction, some enamel based and stainless steel cookware are also not suitable for use on induction cooktops.
- To check cookware suitability place a magnet on the base, if the magnet adheres, the cookware is suitable for use on induction cooktops.

Gas Cooktops

- When using a gas cooktop, always ensure the flame does not extend up the side of the cookware as this may damage the cookware and cause the handles to become hot, which may be dangerous.

Ceramic and Halogen Cooktops

- When using a ceramic or halogen cooktop, extra care should be taken to ensure that the base of the cookware and the surface of the cooktop are cleaned after every use.
- Always lift the cookware from a ceramic or halogen cooktop and avoid dragging or sliding cookware over the cooktop surface.

Cooktop Use

- It is important to select the right size cookware for the cooking task and the right size burner to suit the cookware you are using.
- Ensure cookware is stable on the cooktop surface or trivet to prevent tipping. For optimum stability line up the handles on the cookware with the trivets.
- Continuous high heat and/or overheating may shorten the life of cookware, cause discolouration and damage non-stick surfaces.
- For optimum results start the cooking process on high for 1 to 2 minutes, then reduce the heat to low to medium as this will spread the heat evenly, eliminating hot spots which may burn food.
- Position cookware so that handles are not over other hot burners and do not allow handles to extend beyond the edge of the cooktop.
- Do not leave unattended cookware on a hot cooktop, otherwise it may become extremely hot and cause personal injury.
- Do not allow cookware to boil dry and never leave empty cookware on a hot burner, as this may become extremely hot and cause personal injury and damage the cookware and cooktop. In the event of cookware boiling dry do not add liquids. Turn off the heat source and refer to the cooktop manufacturer's instructions for overheated cookware. If instructions are not available, and it is safe to do so, using oven mitts carefully move the cookware to a heat resistant surface and allow to cool. If handles are too hot to touch or

the cookware is deteriorating due to being overheated, it may be dangerous to move the cookware from the hot burner as this could result in personal injury or damage to property.

- Always lift the cookware from the cooktop. Avoid dragging or sliding cookware over the cooktop surface as this may damage the cooktop surface and base of the cookware.
- Although minor scratches will not impair the performance of cookware, it is recommended that you use wooden or heat resistant nylon cooking utensils are recommended to prolong the life of your cookware.
- Do not leave utensils in cookware during cooking.
- Do not make a double boiler out of cookware that is not designed for this purpose.
- Do not store food in cookware after cooking.
- Steamers, Bain-Maries and pasta inserts should not be placed directly on a hot burner as they are not designed for this purpose.

Non-stick Cookware

- Oil is not needed on non-stick cookware. If you prefer to use oil for flavour, olive or peanut oil is recommended. Heavy vegetable oils may leave a residue which may impair the non-stick release system. Use low heat when heating up oils, as oils can quickly overheat and cause a fire.
- To brown or sear food, preheat the cookware on high for 1 to 2 minutes before adding food. Reduce the heat to low to medium as this will spread the heat evenly, eliminating hot spots which may burn food.
- Do not use oil sprays on non-stick cookware as the ultra-thin layer of oil will quickly burn onto the non-stick surface when the cookware is heated. Over a period, the use of oil sprays results in an invisible build up which will impair the non-stick release system. To use oil sprays for flavour, lightly spray the food before adding to the preheated cookware.

Oven Use

- This cookware is oven safe to 180°C/350°F. IMPORTANT: Do not use above this temperature setting when cooking in an oven. For fan assisted ovens, adjust the temperature in line with the oven manufacturer's guidelines.
- Do not place empty cookware in a hot oven.
- Never allow handles to be positioned over or under the heat source.
- Always use oven mitts when removing cookware from the oven.

Microwave & Griller Use

- Do not use this cookware in a microwave oven or put under a griller.

Lids, Handles and Knobs

Lids

- Not all cookware products have lids; any reference to lids applies only when they are supplied with the product.
- It is important that the lid fits snugly, thereby trapping steam and creating a "self-basting" environment, locking in nutrients and preserving flavours. Food, particularly liquids will cook faster and heat can be kept to a minimum, thus saving on gas and electricity.

- Do not use lids when deep frying.
- When removing lids always tilt the lid so steam is directed away from you.
- Do not place lids directly on a hot burner as they may warp and lose their lustre.
- Allow hot lids to cool on a heat resistant surface or trivet. Placing hot lids on some surfaces may cause scorch marks.

Tempered Glass Lids

- Glass lids have undergone a special heat tempered process that converts ordinary glass into toughened glass.
- Glass lids may fog at the start of cooking but will clear once they become warm.
- Do not place glass lids directly on a hot burner as they may lose their break resistant quality.
- Do not place hot glass lids on cold surfaces or under cold water as the extreme change in temperature may cause lids to shatter.
- Cleaning - Do not use metal utensils, sharp instruments or harsh abrasives that may scratch and weaken the glass.
- Do not use glass lids that have cracks or scratches. If the lid is cracked or has deep scratches, please contact Meyer Cookware Customer Service Department for assistance.

Handles and Knobs

- Periodically check handles and knobs to ensure they are not loose.
- Do not use cookware with loose handles or knobs as this may cause personal injury and damage to the cookware.
- If handles and knobs become loose do not try to repair them, please contact Meyer Cookware Customer Service Department for assistance.
- Handles and knobs may become very hot under some conditions. Use caution when touching either and always have good quality oven mitts available for use.
- Oven use may cause rubberised handles to slightly fade in colour but will not affect performance.

30 Day Money Back Guarantee – Australia & New Zealand

RACO® provides the ultimate in customer satisfaction with a 30 Day Money Back Guarantee ("the guarantee") on RACO® CastStone cookware. If for any reason you are unsatisfied with your purchase, simply return the product for a full refund.

RACO® stands behind its product, and this guarantee confirms that RACO® truly is a brand you can trust. The guarantee is subject to:

- being offered to the original purchaser of the product only;
- is valid 30 working days from the date of purchase; and
- proof of purchase is required to ensure validity of a claim.

Guarantee claims

Any claims for guarantee should be made with proof of purchase and the actual product to Meyer Cookware Australia Pty Ltd or Meyer New Zealand Ltd at the relevant address provided.