



## Shipping and Handling Charges

For orders shipped to:

### 48 contiguous states and APO/FPO addresses

- Host and co-host orders shipped to the host address: \$5.25
- Direct Ship to guest address: Use Product Subtotal B + Pantry Total from the front page as the product amount on the chart at right to calculate price.

### Non-contiguous states and territories: Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, American Samoa, and Northern Mariana Islands

- Host and co-host Direct Ship: 15% of product amount\* + \$3.00 (minimum \$6.75, maximum \$15.00)
- Guest Direct Ship: 15% of product amount + \$3.00 (minimum \$6.75, maximum \$50.00)
- Guest order shipped to host: 15% of product amount + \$3.00 (minimum \$6.75, maximum \$50.00)\*\*

\*For host and co-host, product amount is the item subtotal after Free Product Value and all discounts have been applied.

\*\* Guest shipping to host is not available to Alaska and Hawaii.

**pampered**chef®

## Direct Ship Rates

Product Amount	Price
up to \$99.99	\$7.25
\$100 to \$199.99	\$9.25
\$200 and over	7%

Shopping with Pampered Chef is easy. We hope you enjoy your products. If you have any issues, we're here to help.

## PRIVACY

Your privacy and personal information are very important to us. Details on the information we collect and how it is used can be read at <http://www.pamperedchef.com/about-us-legal-privacy-page>. Any questions about the information we collect or our use of that information can be directed to [privacy@pamperedchef.com](mailto:privacy@pamperedchef.com).

## ORDER CANCELLATION

You may cancel your order within three business days from the date of the order. Please contact your consultant. If you cancel your order within three business days from the date of the order, you must make available to the Company any goods delivered to you under the terms of this sale in substantially as good as condition as when received. You must comply with the Company's instruction regarding return shipment of products at the Company's expense and risk. If you make products available to the Company and the Company does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the products without further obligation. If you do not make the products available to the Company, or if you agree to make the products available to the Company and you do not do so, then you remain liable for the purchase.

## GUARANTEES

We guarantee that customers will be completely satisfied with our products. The terms and conditions of this guarantee are as follows:

**Pantry Products**—Our guarantee on consumable products is limited to spoilage, damage in shipping, or error on our part.

**Other Products**—Durable or non-consumable products have a minimum one year satisfaction guarantee unless otherwise noted. Misuse or use contrary to the Use and Care instructions will void all product guarantees. Guarantees extend only to original purchasers or first gift recipient.

**Extended Manufacturer's Guarantee**—Products with the Ⓢ symbol have an extended guarantee for the identified number of years. This guarantee covers repair or replacement only, and applies only to defects in material or workmanship. It does not cover commercial use, abuse, misuse, ordinary wear and tear, or an act of God. Incidental or consequential damages are not recoverable. If actual product replacement cannot be made due to unavailability we may, in our sole discretion, offer a comparable product as a replacement, or offer a credit toward future purchases in an amount not to exceed the price the customer paid for the exchanged item.

**Lifetime Guarantee**—Products with the Ⓛ symbol have a Lifetime Guarantee. This guarantee covers repair or replacement only, and applies only to defects in material or workmanship. Incidental or consequential damages are not recoverable. If actual product replacement cannot be made due to unavailability we may, in our sole discretion, offer a comparable product as a replacement, or offer a credit toward future purchases in an amount not to exceed the price the customer paid for the exchanged item.

**Limited Guarantee**—Products with the ⓁTD symbol have a Limited Guarantee. This guarantee covers only satisfaction with the product, manufacturing defects, or damage during shipping that is reported within 30 days of the ship date of the order/party. Upon timely notification, the product can be returned for replacement, refund, or exchange. Incidental or consequential damages are not recoverable. Returned items must be unused, in original packaging, and with the original sales receipt. Refunds shall not exceed the price paid.

**Outlet Products**—Items purchased from the Outlet are FINAL SALE and may not be returned or exchanged unless damage in shipping occurs. Exchanges for damaged product are subject to availability.

**Replacement Parts**—Replacement parts have replacement-only guarantee for the same period of the product guarantee. No exchanges or refunds.

## HOST SPECIAL TERMS & CONDITIONS

To qualify for the host special, parties must have a minimum of \$200 in guest sales (before tax and shipping) and be held between 12:01 a.m. (CT) on the first day of the month and 11:59 p.m. (CT) on the last day of the month, and submitted to the Home Office no later than 11:59 p.m. (CT) on the 15th of the following month. Monthly host special cannot be combined with other offers. Future party pick: Eligible past hosts can select any ONE item or set at 50% off at a party (with guest sales of \$200 or more, excluding future party pick) booked from their party within six months of their party date. Product selections exclude half-price product combinations and the new consultant kits. Future party pick cannot be combined with other offers.

## GUEST SPECIAL TERMS & CONDITIONS

You may receive only one guest special item with a purchase of \$75 or more (before tax and shipping and after any discounts) per party order, or individual or online order. For party orders, party must be held between 12:01 a.m. (CT) on the first day of the month and 11:59 p.m. (CT) on the last day of the month, and submitted to the Home Office no later than 11:59 p.m. (CT) on the 15th of the following month. Online and individual orders must be placed between 12:01 a.m. (CT) on the first day of the month and 11:59 p.m. (CT) on the last day of the month. We have limited promotional quantities of the items offered in the guest special; they're available while supplies last. In the event that a promotional item is no longer available, we will automatically substitute it with another item from the promotion, or with another item (of equal or greater value). Exchanges will not be made on free guest special products.

## RETURNS: EXCHANGES/REPLACEMENTS/REFUNDS

We're delighted to have you as a Pampered Chef customer. Our products are selected only after careful testing; however, if you are not completely satisfied with your purchase within one year for any reason, please return the item for an exchange or refund of the merchandise value. Proof of purchase (your Order #) is required for all returns. You can access your Order # from your Pampered Chef account. Contact our Solution Center to submit your request for replacement, exchange, or refund:

**Solution Center@pamperedchef.com**  
**(888) OUR-CHEF (687-2433)**

Your request is approved when the Solution Center issues an Approved Return Authorization Reference Number.

**Returns within 30 days of ship date**—Upon the Solution Center's authorization of exchange, replacement, or refund, we will arrange pre-paid shipping for your return, when applicable.

**Returns after more than 30 days from ship date**—You'll need to return the product to the Company. Return packaging and any shipping charges are your responsibility. Returns must be received before any exchange, replacement, or refund is processed.

**Shipping products back to Pampered Chef**—Please print the Reference Number you receive from the Solution Center on the outside of the package. Failure to include the Reference Number will delay the return process. Also, returned products should be securely packaged. Please use the original case or protective sleeve or be sure to pack the product so that sharp points or edges do not cut through the packaging.

**Exchanges**—If the price of the exchanged item has increased, you will not be charged for the increase. If the price of the exchanged item has decreased, you will not receive a refund of the difference.

**Replacements**—If actual product replacement cannot be made due to unavailability we may, in our sole discretion, offer a comparable product as a replacement, or offer a credit toward future purchases in an amount not to exceed the price the customer paid for the exchanged item.

**Refunds**—Refunds shall not exceed the price paid.

### Remember

All Outlet and pantry products are FINAL sale and cannot be returned or exchanged unless damage in shipping occurs.

All items must be made available for return to Pampered Chef Home Office. Please do not discard any product unless you have been informed that you are not required to return the item.

