

Grainfather Warranty Policy

Warranty - Bevie Handcraft NZ Limited

All Grainfather or Mangrove Jack's branded appliances sold on the Grainfather website are warranted against faults in material or workmanship under normal use and maintenance during the warranty period stated below. We will repair or replace your product at no charge, if found to be defective during the warranty period due to a manufacturing fault. The warranty excludes damage caused by misuse, neglect, customer alterations and incorrect installation.

Please keep your order confirmation or receipt (if from a store) as this will authenticate your warranty. We can only accept returns from those who purchased from an official Grainfather website, owned by Bevie Handcraft NZ Ltd.

If you purchased this from a stockist, as your receipt of purchase is with them, the retail store will be your point of contact for repairs/replacements.

We are not able to support with replacements to regions outside of where the item was purchased, and/or regions we do not sell in.

To make a warranty claim, if you have purchased online from us, contact us directly or if you have purchased from a retail store, please contact them in the first instance.

We will be happy to troubleshoot with you to determine the next steps, so you can reach out to the store of purchase with that in mind. If your purchase was made in the US from a stockist, please contact us directly regardless.

Proof of purchase will be required before you can make a claim under this warranty, with purchases made both directly from us online and the retail store.



Dear xxxx

