

Proper Use and Care

1. Wash cookware before use
 - a. All our cookware is hand polished before it leaves the factory. We recommend washing it with soapy water before use.
2. Use the Proper Heat Level
 - a. Our proprietary design allows heat to be distributed faster. For example, cooking on medium heat with Titan Steel will be similar to cooking on medium-high with other cookware brands. We recommend that our customers start cooking at lower temperatures and increase the temperature if need be.
3. Clean your Cookware
 - a. Since our pans are Try-ply pans and contain stainless steel, temporary staining can occur. For tougher stains, allow your pans to soak in warm soapy water for 10-15 minutes followed by a scrub with a sponge.

During use

Do not allow gas flames to extend up the sides of the cookware.

Do not use excessive heat which may cause food to burn and damage the handles.

Excessive heat may cause tinting of the exterior surface.

Always preheat the cookware at a moderate heat, if higher setting is necessary.

Do not plunge hot cookware into cold water, or cold cookware into hot hob

"AVOID BAKING SALT IN COOKWARE

Baking salt for long periods of time can cause pitting on the cookware to occur.

AVOID HITTING COOKWARE WITH SHARP OBJECTS

Avoid hitting the cookware with the sharp ends of a stainless steel spatula. This may cause dents and small pin holes in the surface.

WARRANTY

CookEX's products are created to last a lifetime. Warranty terms vary by product and are listed below. Our warranty does not cover damage that occurs as a result of

failure to follow proper care and use guidelines as outlined in product inserts or on our website.

Cookware

Our warranty is limited to the original customer, or in the case of a gift, the original recipient of the product, with proof of purchase and is non-transferrable. Our warranty only covers products purchased new from CookEX or authorized sellers. Commercial/restaurant use is not covered under any warranty. Each warranty is subject to the disclaimers and general terms at the bottom of this page.

CookEX will replace any damaged products covered by the lifetime warranty; however, the customer may be held responsible for return shipping fees.

CookEX Titan Steel cookware has a lifetime warranty against manufacturer's defects. Damage occurring from improper use, including but not limited to excessive heat, abuse, neglect, improper storage, misuse of sharp utensils, improper cleaning or lack of seasoning is not covered by our lifetime warranty. Cosmetic blemishes and other changes in appearance may occur over time. This is normal wear and tear which should not affect performance and is not covered by our lifetime warranty.

Kitchen Tools

CookEX cutlery carries a lifetime warranty against manufacturer's defects. This warranty does not cover damage from improper use or storage, accident, loss, or theft. Damage resulting from cutting on hard surfaces, prying, twisting, bending, cutting frozen foods, and other hard-shelled foods is not covered by this warranty. In addition, damage resulting from dishwasher use, knives left soaking/standing in water, not dried immediately after washing, or use in a foodservice setting is not covered by this warranty. The following conditions are not covered by our lifetime warranty: dulled blades, pakkawood handle damage, rust, discoloration, and bent/broken/chipped/snapped knife blades.

Limited-Time and Limited-Release Items Warranty Policy

At CookEX, we stand behind the quality and durability of all our products, including limited-time and limited-release items. These special items may feature unique customizations or be available in limited quantities, so exact warranty replacements

may be unavailable.

CookEX reserves the right to replace limited-time or limited-release items with a comparable item under our warranty policy. The replacement item may differ in color, finish, or customization from the original product. While we strive to offer replacements that closely match the original item, exact matches may not always be available due to the exclusive nature of these products.

DISCLAIMER AND GENERAL WARRANTY TERMS

1. EXCEPT FOR THE WARRANTIES SET FORTH ABOVE, COOKEX MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO ANY PRODUCT SOLD BY IT, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY OR (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, OR OTHERWISE.
2. ALL WARRANTY PERIODS BEGIN THE DATE THAT PRODUCT IS RECEIVED BY CUSTOMER

Nigerian cuisine is one of the most diverse and vibrant food cultures on the African continent.

From the pepper-forward broths of the Rivers State creeks to the peanut-rich stews of the north,

from the smoky suya of an Abuja roadside grill to the freshly pounded yam served at a Lagos

Sunday table, there is no single Nigerian food. There is only an endless, joyful conversation

between cultures, seasons, and families.