



cast iron

Brand Promise Claim Form

If within 90 days of purchase you are not completely delighted with your piece of Le Creuset Cast Iron Cookware, we will give you your money back. Terms and conditions apply, please see below for details.



* Name

* Address

* Postcode

* Date of purchase

* Where purchased

* Reason for returning casserole

* Copy of proof of purchase enclosed (tick box)

* Please make cheque payable to

Email address

Tel. no. (in case of query only)

Please tick here if you would like to receive information from Le Creuset on products and promotions

* Mandatory information

Terms and Conditions

- Offer includes purchases of the Le Creuset Cast Iron Cookware bought as part of the Brand Promise between October 1st 2018- December 31st 2019.
- All claims must be submitted and received by March 31st 2020.
- Only purchases made at high street and online retailers participating in the promotion are valid.
- This offer is not available in connection with any other special offer or promotion made by Le Creuset or the retailer.
- The amount refunded will be the price paid as shown on the returned receipt.
- Refunds will be made by cheque. Please allow 28 days for receipt of cheque.
- Claims must be made directly to Le Creuset UK Ltd., at the address below, not to the place of purchase.
- The participant must pay the cost of postage and packaging to return the product and claim form. These costs are non-refundable by Le Creuset.
- Please include your original proof of purchase and retain a copy for your own records as your receipt cannot be returned.
- Proof of posting will not be accepted as proof of delivery.
- The Money Back promotion will only be paid in accordance with these Terms and Conditions. By completing the Money Back claim form participants confirm their acceptance of these Terms and Conditions.
- This offer is open to residents of the UK and ROI only.
- The offer is not open to employees of Le Creuset, their agents, wholesalers, resellers, retail staff, participating stockists or anyone connected with the promotion.
- Le Creuset reserves the right to disqualify incomplete or illegible applications or claims.
- No responsibility will be accepted for submissions which have been lost, are late, are damaged, mis-directed, delayed in the post or insufficiently stamped.
- The decision of Le Creuset in respect of any and all aspects of the promotion will be final and binding.
- Data protection. Details of our privacy policy can be found at <https://www.lecreuset.co.uk/current-terms-and-conditions>
- Payment in Euros only accepted in ROI.
- This promotion is subject to the laws of England and Wales.
- The offer does not affect your statutory rights.
- The promoter of this offer is Le Creuset UK Ltd., Le Creuset House, 83-84 Livingstone Road, Walworth Business Park, Andover, Hampshire, SP10 5QZ.

Offer available on qualifying purchases made between October 1st 2018 and December 31st 2019 and claims must be made by March 31st 2020.

Please return this form, with your receipt/proof of purchase and the Cast Iron Cookware, to:

Consumer Services Department (2018 Brand Promise), Le Creuset UK Ltd., 83 Livingstone Road, Walworth Business Park, Andover, Hampshire. SP10 5QZ.