

Warranty Information



on all Hospitality Division patterns

FIVE YEAR EDGE CHIP WARRANTY

ON ALL ROYAL DOULTON HOSPITALITY PATTERNS

FIVE YEAR EDGE CHIP WARRANTY

WWRD Canada Inc. will replace round and oval plates, platters, saucers, stacking teacups and stacking mugs that chip during the first five years of normal food service use from the date of purchase.

WARRANTY TERMS:

1. **Who this Warranty covers:** This warranty is available only on the supply of an initial order and should be registered accordingly. It does not apply to replacement or subsequent orders.
2. **Length of Warranty:** This warranty applies only for a period of five years from the date of original purchase.
3. **What this Warranty covers:**
 - a. This warranty covers only round and oval plates, bowls, platters, stacking teacups and stacking mugs.
 - b. It applies only to chipping. It does not apply to breakage.
 - c. This warranty applies only to new orders.
4. **Definition of “Normal Food Service Use”:** “Normal Food Service Use” includes refrigeration, serving, washing and storage.
5. **Product Discontinuation:** If a piece fails within the terms of this warranty and cannot be replaced due to discontinuation of production, then any piece(s) of approximately equal value, based on the last published price for the discontinued item, will be made available instead.
6. **How to obtain Warranty coverage:**
 - a. Call WWRD Canada Inc. at 1-866-688-0681, your WWRD Account Manager or your Distributor to advise if you wish to return the product under the warranty program.
 - b. WWRD will inspect the damaged product. If in the opinion of WWRD this warranty applies, WWRD will ship a replacement within a reasonable time. WWRD will pay for the shipping and postage charges for this replacement.