

# 2 YEAR EDGE-CHIP WARRANTY

Applies to all shapes & sizes of Kiln® Color, Tides® Color, and Artefact™ collections.



To further support our longtime Customer Satisfaction Pledge, Front of the House® is very proud to offer our 2 YEAR EDGE-CHIP WARRANTY!

Since our inception in 2002, FOH® has guaranteed our customers' satisfaction for every item sold. We now provide this complete written Warranty as an additional assurance that your investment in FOH® Porcelain is a sound one.

FOH® Porcelain is made with our unique and proprietary recipe of the highest-quality commercial-grade materials and further strengthened with a dominant percentage of Aluminum Oxide. To further strengthen our Porcelain, FOH® Porcelain is fired at 2500°F by master technicians. The combination of unique materials and the high firing temperature makes FOH® Porcelain a truly unique HYBRID. In addition, all corners and rims are reinforced making FOH® Porcelain chip-resistant and a wise investment.

## TERMS AND CONDITIONS OF WARRANTY

- Period of coverage – Two year coverage begins from the date of the original dealer invoice and will continue while the product is in use.
- Products covered – All shapes and sizes of Kiln® Color, Tides® Color, and Artefact collections are covered by the edge-chip warranty, with the exception of:
  - 1) Custom-made, custom-decaled and custom-etched items.
  - 2) Chip/breakage/cracking to the handles or knobs on cups, mugs, pots, bouillon cups/bowls and other hollowware items or the verge of pots or the spouts of teapots/coffee pot.
- Registration – To qualify for the Two Year Plus Edge-Chip Warranty, purchased product covered by the Warranty must be registered directly with FOH®, Inc. within 60 days of dealer invoice date.
- Coverage Details – The Warranty applies only to edge chipping on items that are utilized under normal food service conditions such as prep, serving, proper bus procedures, washing, use of proper wash racks, and storage. Edge chipping is not covered due to inappropriate or excessive use or mishandling as determined by FOH® (please refer to Par Levels as described in our FOH® Porcelain Handling Brochure). Warranty does not apply to any other type of breakage. Coverage does not apply to areas outside of the United States of America.
- Claims – Any claim items must be held by the customer (end user) and may need to be returned to FOH® for inspection. Chipped samples must be cleaned prior to being returned to FOH® for review. Information about the claim must be supplied by the customer (end user) and must be made available for inspection by FOH® or our Representative. A copy of the FOH® Claim Form and proof of purchase must be completed and submitted to FOH® for a Warranty to be valid. Claims are only valid when made by original customer at the location stated in the original registration. Return freight is the responsibility of the customer. Replacements will be shipped freight prepaid. Please allow four to six weeks for delivery.

FOH® Inc. reserves the right to change conditions of the program at any time with 30 days written notice, and may exclude certain products sold to chain operators.



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