

# Dinnerware attributes and warranties

## EVERY DETAIL MATTERS

Below each pattern name, you will find each product is listed with key design features, defined below, that can enhance the durability of your dinnerware.

**Fully Vitrified:** Products are fired at temperatures greater than 2300°F to achieve a stronger and harder material that minimizes absorption of moisture, odor and bacteria.

**Fully Vitrified with Microban® Technology:** Microban technology\* is integrated into the fully vitrified glaze, for an additional level of defense that will never wash off. It creates an inhospitable environment for microbes to help prevent them from growing on the surface.

**Polished Foot:** Smooth foot helps to reduce plate-to-plate surface scratching.

**Highly Polished Foot:** Achieves a greater degree of scratch resistance.

**Glazed Foot:** The highest level of durability, ensuring virtually no plate-to-plate surface scratching.



LIFETIME NO-CHIP  
WARRANTY

We warrant Reserve by Libbey® products against edge chipping and will replace or provide equivalent substitutes one-for-one at no charge for any piece found to be defective.

This limited warranty is good only if the items have chipped under normal usage.

Libbey LLC reserves the right to determine normal usage. The warranty does not cover breakage.

Claims must be submitted in writing to:

**Libbey LLC**  
**Dinnerware QA**  
**300 Madison Avenue**  
**Toledo, OH 43604**

Claims must be accompanied by the item(s) and a copy of the authorized Libbey distributor's invoice. A written response or replacement authorization will be sent to the claimant. Return freight is the responsibility of the customer. Replacements are shipped freight prepaid.



5-YEAR NO-CHIP  
GUARANTEE

We warrant Libbey dinnerware against edge chipping for five years from the date of purchase and will replace or provide equivalent substitutes one-for-one at no charge for any piece found to be defective. Melamine products are excluded from 5-year warranty.

This limited warranty is good only for items that have chipped under normal usage. Libbey reserves the right to determine normal usage. The warranty does not cover breakage.

Libbey patterns formerly sold as Syracuse will maintain their lifetime warranty. See pattern page for specific warranty information.

Claims must be submitted in writing to:

**Libbey LLC**  
**Dinnerware QA**  
**300 Madison Avenue**  
**Toledo, OH 43604**

Claims must be accompanied by the item(s) and a copy of the authorized Libbey distributor's invoice. A written response or replacement authorization will be sent to the claimant. Return freight is the responsibility of the customer. Replacements are shipped freight prepaid.

## PARTIAL TERMS OF SALES

**1. Minimum Orders:** Minimum orders accepted are \$200 net to a single destination. Orders less than \$200 net will not be processed.

**2. Returns:** No merchandise may be returned without written authorization from the factory. Any such merchandise must be sent back freight pre-paid by the customer in original cartons and is subject to a 15% to 25% restocking charge. **Only stock items may be returned.**

## INFORMATIVE BACK STAMP

Improves reorder accuracy

Pattern  LIBBEY®  
Name — ZIPLINE  
OOO  
ROYAL RIDEAU  
Item No. — Body Color

## DIMENSIONS DISCLAIMER

The nature of the chinaware manufacturing process may cause normal size and color variations to occur. Accepted trade practices recognize an allowable over/under variance in size of 1/8 inch in diameter and +/- 10% in capacity from the published catalog information. (Exception of 1/4 inch variance on Bone China items over 12 inches.)

Dimensions are listed to the nearest 1/8 inch. Listed dimensions/capacities should not be construed as specifications nor used as a standard of measure.

Exact specifications are available from:

**Libbey LLC**  
**300 Madison Avenue**  
**P.O. Box 10060**  
**Toledo, Ohio 43699-0060**

## PLATE COVER AND EQUIPMENT SPECIFICATIONS

For ALL plate cover and equipment specifications, please contact our Quality Control Department for specifications of our products.

\*Does not protect people from food-borne pathogens. Microban is a registered trademark of Microban Products Company.