

# Lifetime Plus Edge-Chip Warranty



Applies to all shapes & sizes of Front of the House® Porcelain.

To further support our longtime Customer Satisfaction Pledge, Front of the House® is very proud to offer our ground-breaking LIFETIME PLUS 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 Front of the House® Porcelain is a sound one.

Front of the House® 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 or Magnesium. To further strengthen our Porcelain, Front of the House® Porcelain is fired at 2500°F/1300°C by master technicians. The combination of unique materials and the high firing temperature makes Front of the House® Porcelain a truly unique HYBRID. In addition, all corners and rims are reinforced making Front of the House® Porcelain chip-resistant and a wise investment.

## TERMS AND CONDITIONS OF WARRANTY

- Period of coverage – Lifetime coverage begins from the date of the original dealer invoice and will continue while the product is in use.
- Products covered – All shapes & sizes of Front of the House® Porcelain 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 FOH® Lifetime Plus Edge-Chip Warranty, purchased product covered by the Warranty must be registered directly with FOH® 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, proper Par Levels\*, 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 Front of the House® Porcelain Handling Brochure). Warranty does not apply to any other type of breakage.
- 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 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. Replacements will be sent from the original shipping authorized FOH® Distribution Center. Customer is responsible for all associated shipping costs, taxes, and duties associated with replacements. Please allow four to six weeks for delivery.

FOH® 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. For additional information, please contact your Sales Representative or FOH® Sales Manager.

