

Warranty Information

Oneida Ltd. warrants the following dinnerware collections against edge chipping:

LIMITED LIFETIME NO-CHIP WARRANTY
Sant'Andrea Dinnerware Collection Oneida Luzerne Collection: Ivy Flourish, Lancaster Garden (Pink, Blue, Grey & Warm White), Current, Lines, Zen, Verge, Stage and Manhattan Oneida Luzerne Artisan Collection: Marble, Rustic, Lava, Leather, Urban, Urban Storm, Knit Studio Pottery (Blue Moss, Celadon, Cloud & Stratus) and Terra Verde (Cotta, Dusk & Natural)
The Limited Lifetime Edge Chip Warranty for the above Oneida products applies to the Sant'Andrea dinnerware and Oneida Luzerne dinnerware products for chipping on the dinnerware edge due to material or workmanship under normal use from the date of shipment from Oneida, Ltd. The Company may replace at no charge the dinnerware products that prove to be defective due to improper material or workmanship during normal and expected foodservice use.

5 YEAR NO-CHIP WARRANTY	3 YEAR NO-CHIP WARRANTY	1 YEAR NO-CHIP WARRANTY
Oneida VHA Collection: Tundra	Noritake Collection Oneida Bone China Collection Oneida Cream White China Collection	Oneida Porcelain Collection: Whirl Buffalo Bright White and Cream White Collection
We warrant the above Oneida Foodservice dinnerware collections against edge chipping for five years from the date of delivery.	We warrant the above Oneida Foodservice dinnerware collections against edge chipping for three years from the date of delivery.	We warrant the above Oneida Foodservice dinnerware collections against edge chipping for one year from the date of delivery.

PLEASE NOTE: No-Chip Warranties are not valid on custom decoration items.

The Lifetime, 5 Year, 3 Year, and 1 Year Limited No-Chip Warranties provide assurance that Oneida Ltd. will replace or provide equivalent substitutes on a one-for-one basis at no charge for any pieces returned and then found upon examination to be defective. Warranties apply only if the pieces have chipped under normal usage. Oneida reserves the right to determine normal usage conditions. Warranties do not cover breakage.

A copy of your dated invoice must accompany claims. Return freight is the responsibility of the customer. No collect shipments will be accepted. Replacements will be shipped freight prepaid. Please allow six to eight weeks for delivery of stock item depending on availability.

The replacement claim form can be obtained through your Oneida customer service representative or Oneida Foodservice sales team.

Replacement claim forms may be submitted with photos of the chipped product, electronically via email to: Bruce.Liu@theoneidagroup.cn

LIMITED 5-YEAR OR 5,000 WASHES GLAZE SHINE RESILIENCE WARRANTY

Oneida Luzerne Collection:

Ivy Flourish, Lancaster Garden (Pink, Blue, Grey & Warm White), Current, Lines, Zen, Verge, Stage and Manhattan

Oneida Luzerne Artisan Collection:

Marble, Rustic, Lava, Leather, Urban, Urban Storm, Knit Studio Pottery (Blue Moss, Celedon, Cloud & Stratus) and Terra Verde (Cotta, Dusk & Natural)

The above listed Oneida Luzerne products come with an exclusive guarantee of being shine resilient for 5 years or 5,000 washes, from the date of manufacture, with proper care and handling.

PLEASE NOTE: 5 year or 5,000 washes warranty does not apply to custom decoration, gold and platinum items. The reference to 5,000 washes is based on three washings per day.

The 5 Year or 5,000 Washes Glaze Limited Warranty provides assurance that Oneida Ltd. will replace or provide equivalent substitutes on a one-for-one basis at no charge for any pieces returned and then found upon examination to be defective. Warranties apply only if glaze has dulled is under normal usage. Oneida reserves the right to determine normal usage conditions.

A copy of your dated invoice must accompany claims. Return freight is the responsibility of the customer. No collect shipments will be accepted. Replacements will be shipped freight prepaid. Please allow six to eight weeks for delivery of stock item depending on availability.

The replacement claim form can be obtained through your Oneida customer service representative or Oneida Foodservice sales team.

Replacement claim forms may be submitted with photos of the product, electronically via email to: Bruce.Liu@theoneidagroup.cn

LIMITED 3-YEAR GLAZE PERFORMANCE WARRANTY

We warrant all Oneida **Tundra** dinnerware against glaze abrasion for three years from the date of delivery. We will replace or provide equivalent substitutes on a one-for-one basis at no charge for any piece returned and found to have unusual surface abrasion upon inspection.

The warranty only applies if the abrasion results from normal usage. Oneida reserves the right to determine normal usage conditions.

A copy of your dated invoice must accompany all claims. Claims must include all glaze warranty pieces and replacements will be made on a one-for-one basis. Return freight is the responsibility of the customer. No collect shipments will be accepted. Replacements will be shipped freight prepaid. Please allow six to eight weeks for delivery of stock item depending on availability.

The replacement claim form can be obtained through your Oneida customer service representative or Oneida Foodservice sales team.

Replacement claim forms may be submitted with photos of the chipped product, electronically via email to: Bruce.Liu@theoneidagroup.cn

These warranties give you specific legal rights, and you may have other rights, which vary, from state to state.