



As part of our commitment to stand behind our product 100%, 10 Strawberry Street is proud to announce our 2 year edge chip guarantee on most 10 Strawberry Street porcelain collections!

Since 10 Strawberry Street's introduction into the hospitality industry 8 years ago, we have guaranteed our customers' complete satisfaction. We are now providing this written guarantee as additional proof of our commitment.

TERMS AND CONDITIONS OF WARRANTY

- **Period of Coverage** – 2 years begins from the date of the original dealer invoice and continues for 2 years thereafter. Subsequent orders within the 2 year window will not date back to original invoice but rather carry forward to year 2.
- **Products Covered** – All 10 Strawberry Street porcelain items are covered EXCEPT for the Whittier serve ware category and black dinnerware. Also excluded within the dinnerware patterns are handles or knobs on cups, mugs, pots, lids, bouillon cups, hollowware, and teapot/coffee pot spouts.
- **Coverage Details** – If the product edge chips during its service life within the 2 year window, then the product will be replaced. Our guarantee applies when the product has been used and cared for under normal and reasonable food service conditions such as dishwashing, bus handling, serving, prepping, use of dishware racks, and storage. Edge chipping warranty is not covered under excessive use and wear and tear. Warranty does not cover any other types of breakage.
- **Registration and Claims** – to qualify for the guarantee, the product must be registered with 10 Strawberry Street along with a copy of the dealer invoice. The chipping must be documented in detail at the time it happens. Any claim items must be retained by the end-user and are subject to being returned to 10 Strawberry Street for inspection. Claims are only valid when made by the original customer at the location stated in the original registration.
- **Replacement Product** – Return freight is the responsibility of the customer/end user. All replacements will be shipped freight prepaid.

10 Strawberry Street reserves the right to exclude certain product sold to chain accounts and change the conditions of the program at any time with 30 days written notice.