



Ariane
— fine porcelain —

EDGE CHIP WARRANTY

5 YEARS
Edge Chip Warranty

At Ariane Fine Porcelain, we stand behind the craftsmanship and durability of our products. That's why we offer a 5-Year Edge Chip Warranty on select items – a commitment to our HORECA partners across the globe that quality is never compromised.

This warranty is issued by Umberto Ceramics International Private Limited, based in Prantij, Gujarat, India, under the brand name Ariane Fine Porcelain. Covered items are clearly marked in our catalogue.

What is the Edge Chip Warranty ?

The Edge Chip Warranty guarantees that the edges of specified items will resist chipping under normal, professional use. If chipping does occur during proper handling, we may offer a product replacement as per the warranty terms.

What's Covered ?

- Edge chipping only – not breakage or transportation damage
- Applies only to specified catalogue items
- Valid only for the original HORECA customer as per invoice
- Covers normal use: Gentle dishwashing, proper stacking (max. 20 plates per stack), safe microwave/refrigeration use and standard food service
- Warranty is valid for 5 years from the date of purchase

What's Not Covered ?

- Breakages, misuse, neglect, or accidents
- Unauthorized decorations, modifications, or third firing
- Environmental damage or extreme conditions, including floor stacking or cooking & baking in microwaves
- Manual washing-related damage
- Items without Ariane backstamp, customized designs or non-catalogue products

Umberto Ceramics International Pvt. Ltd.

REGD. OFFICE: 302, Maanav Mansion, Sarojini Road, Lane Next to McDonald's, Vile Parle (West), Mumbai - 400056, India,
CIN No: U26933MH2011PTC212844.

FACTORY: Survey no. 193 & 194, Sadoliya - Galteshwar Road, Off. N.H. 8, Opp. GSPL, Tal - Prantij, Dist - Sabarkantha,
Gujarat - 383205, India, GST: 24AABCU2672E1ZL.

 www.arianefineporcelain.com

 Info@umbertoceramics.com

 +91-70960 07100

How to Register Your Warranty

To activate your warranty:

1. Register online within 30 days of purchase at the Ariane Warranty Portal at www.arianefineporcelain.com
2. You'll receive an auto-generated registration number via email.
3. This number is essential for future claims – without it, warranty claims will not be accepted.
4. All registration data is securely stored for five years.

How to File a Warranty Claim

If a chipping issue occurs:

1. File the claim within 30 days of the incident via the online portal.
2. Only registered customers can file a claim.
3. Contact your approved distributor with:
4. Proof of purchase (Ariane invoice to distributor)
5. Proof of purchase (Distributor/Dealer invoice to Customer)
6. Description of the issue in detail
7. Clear Photos and/or videos of the chipped item
8. Clear backstamp Photos and/or videos of the chipped item
9. Retain the chipped product until requested by the Ariane technical team.
10. If needed, the item must be sent to Umberto Ceramics International Pvt. Ltd. for lab testing (proper packaging required).
11. The customer bears transportation costs unless otherwise stated.
12. Inspection of the location, machinery, and handling method may be required by our technical team.
13. Upon validation, we will replace the item at our discretion.

Important Terms

- **Limitation of Liability:** Ariane is not responsible for incidental or consequential damages arising from product use.
- **Legal Rights:** This warranty grants specific legal rights and is subject to Indian jurisdiction. Ariane Fine Porcelain – Engineered for Elegance. Guaranteed for Endurance.

LIST OF ITEMS COVERED BY A WARRANTY

Sr. no.	Collection	Eligible for 5-year Chip Warranty
1	Prime	Yes
2	Vital Coupe	Yes
3	Eclipse	Yes
4	Orba	Yes
5	Earth	No
6	Slow Fast	No
7	Twister	Yes, on all codes starting from "APR" and "AVC"
8	Tornado	Yes, on all codes starting from "APR" and "AVC"
9	Terra Arena	Yes, on all codes starting from "APR" and "AVC"
10	Jaguar	Yes, on all codes starting from "APR" and "AVC"
11	Freckles	Yes, on all codes starting from "APR" and "AVC"
12	Mohenjo Daro	No
13	Splash Denim	No
14	Splash Sahara	No
15	Splash Beige	Yes, on all codes starting from "APR" and "AVC"
16	Lir	Yes, on all codes starting from "APR" and "AVC"
17	Equinox	Yes, on all codes starting from "APR" and "AVC"
18	GN Buffet	No
19	Vital Rectangle	No
20	Vital Square	No
21	Miniature	No

Series	Item Code Name	Product Name
PRIME	APRARN***011015	Flat Plate
PRIME	APRARN***011017	Flat Plate
PRIME	APRARN***011019	Flat Plate
PRIME	APRARN***011021	Flat Plate
PRIME	APRARN***011023	Flat Plate
PRIME	APRARN***011024	Flat Plate
PRIME	APRARN***011025	Flat Plate
PRIME	APRARN***011027	Flat Plate
PRIME	APRARN***011029	Flat Plate
PRIME	APRARN***011031	Flat Plate
PRIME	APRARN***012023	Deep Plate
PRIME	APRARN***012026	Deep Plate
PRIME	APRARN***012030	Deep Plate
SELAS	ASEARN***A11021	Selas Stackable Plate
SELAS	ASEARN***A11025	Selas Stackable Plate
SELAS	ASEARN***A11027	Selas Stackable Plate
SELAS	ASEARN***B11021	Short Rim Selas Stackable Plate
SELAS	ASEARN***B11025	Short Rim Selas Stackable Plate
SELAS	ASEARN***B11027	Short Rim Selas Stackable Plate
TITANIUM	ATIARN***011017	Flat Plate
TITANIUM	ATIARN***011020	Flat Plate
TITANIUM	ATIARN***011027	Flat Plate
VITAL COUPE	AVCARN***011015	Round Rimless Plate
VITAL COUPE	AVCARN***011018	Round Rimless Plate
VITAL COUPE	AVCARN***011021	Round Rimless Plate
VITAL COUPE	AVCARN***011024	Round Rimless Plate
VITAL COUPE	AVCARN***011025	Round Rimless Plate
VITAL COUPE	AVCARN***011027	Round Rimless Plate
VITAL COUPE	AVCARN***011029	Round Rimless Plate
VITAL COUPE	AVCARN***011031	Round Rimless Plate

Please Note:

A 5-year edge chip warranty is offered exclusively on Plates, Deep Plates, Platters, and Saucers from the above-mentioned collections. The Vital Coupe Elevated Plates are not covered under the edge chip warranty.

All other products are covered under the manufacturer's warranty for any manufacturing defects, if applicable.

For any claims or inquiries, please contact us at info@ariane-usa.com