

Dinnerware

Warranty + Care & Handling



1880
HOSPITALITY

WARRANTY INFORMATION

LIMITED LIFETIME NO-CHIP WARRANTY

Sant'Andrea Dinnerware Collection: Botticelli, Cromwell, Fusion, Impressions, Queensbury, Royale

Luzerne: Lancaster Garden, Verge, Stage, Manhattan, Marble, Rustic, Lava, Urban, Urban Storm, Knit, Tin Tin, Hamptons and Scandi

Oneida Artisan Collection: Studio Pottery (Blue Moss and Stratus) and Terra Verde (Cotta, Dusk and Natural)

The Limited Lifetime Edge Chip Warranty for the above products applies to the entire Sant' Andrea dinnerware collection and stated Oneida and Luzerne dinnerware products for chipping on the dinnerware edge due to material or workmanship under normal use from the date of shipment from 1880 Hospitality. 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
Tundra	Eclipse, Gemini, Vision, Classic/Neo-Classic, Espree, Shape 2000	Arcadia, Buffalo Bright White, Buffalo Cream White, Caprice, Manhattan Black, Manhattan Gold, Niagara
We warranty the above collections against edge chipping for five years from the date of delivery.	We warranty the above collections against edge chipping for three years from the date of delivery.	We warranty the above 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 1880 Hospitality 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. 1880 Hospitality 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 1880 Hospitality customer service representative or sales rep.

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

Luzerne Collections: Lancaster Garden, Verge, Stage, Manhattan, Scandi, Marble, Rustic, Lava, Leather, Urban, Urban Storm, Knit, Tin Tin, and Hamptons

Oneida Collections: Studio Pottery (Blue Moss & Stratus) and Terra Verde (Cotta, Dusk & Natural)

The above listed collections 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 1880 Hospitality. 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. 1880 Hospitality 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 1880 Hospitality customer service representative or sales rep.

LIMITED 3-YEAR GLAZE PERFORMANCE WARRANTY

We warranty 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. 1880 Hospitality 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 1880 Hospitality customer service or sales rep.

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

CARE & HANDLING

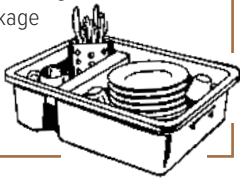
WASHING:

- Improper use of a pre-soak solution can cause a chemical reaction with the china's glaze, etching the glaze surface. Once etched, the surface is more prone to glaze abrasion, metal marking and food staining.
- Never use scouring powder or a scouring pad to remove stains. The only product we recommend for removing food soil deposits is a light-duty scrubbing pad like the white 3M Scotch-Brite® 9030 pad.

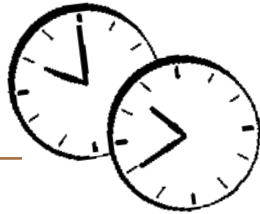
HANDLING

- Always scrape and rack soiled china immediately after use.
- Avoid stacking soiled china. If a backlog does occur, stack by item not more than twelve pieces high on the back counter.
- Never allow soiled dishes to stand overnight.

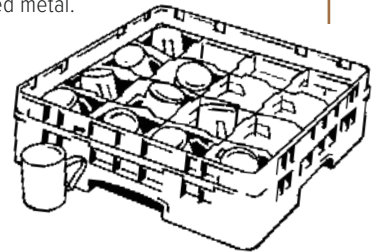
Separate china, metalware and glassware into their own bus boxes to avoid metal marking of china and excessive breakage of glassware.



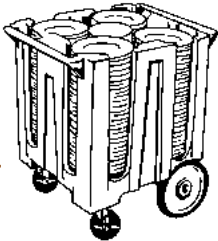
Always wash soiled china within 30 to 45 minutes after use.



Utilize solid plastic racks for washing and storage, not plastic coated metal.



Always store china in active use away from or above the food preparation area.



Always pre-rinse with 110° to 120°F water.

