

ANCHOR HOCKING[®]

FOODSERVICE[™]

5-Year Limited Chip & Breakage Warranty

CORELLE[®] DINNERWARE - VITRELLE[®] GLASS WARRANTY

Anchor Hocking Foodservice stands behind the durability and long-lasting performance of our CORELLE[®] Vitrelle[®] Glass Dinnerware. Manufactured in the USA using a proprietary triple layer Vitrelle[®] Glass formula, our products are exceptionally strong, lightweight, and chip, crack, and break-resistant—built for daily use.

While CORELLE[®] Vitrelle[®] Dinnerware is engineered to be highly chip, crack, and break resistant, no glass product is completely shatterproof. Proper use, care and handling will help ensure your CORELLE[®] Vitrelle[®] Dinnerware continues to perform exceptionally for many years to come.

USAGE, CARE & SAFETY INSTRUCTIONS

Read these instructions carefully before using your CORELLE[®] Vitrelle[®] Dinnerware.

Wash your new CORELLE[®] Vitrelle[®] Dinnerware before use to remove clear protective coating.

USE:

CORELLE[®] Vitrelle[®] Dinnerware can be used for serving and re-heating food. It can be used in pre-heated conventional ovens up to 350° F (176° C) and microwaves. To warm dinnerware for serving, use pre-heated conventional oven only.

CARE:

Wash using a commercial dishwasher or by hand. Load items to avoid bumping into other items during a wash cycle. To remove gray or rust marks, clean with non-abrasive cleanser. If scouring is necessary, use only plastic or nylon cleaning pads with non-abrasive cleansers.

SAFETY:

ALL GLASS, PORCELAIN AND STONEWARE MAY BE BROKEN, and care should be taken in handling. A drop or knock against a hard object may cause immediate breakage or enough damage so that the item breaks later for no apparent reason. Such breakage may make a noise and break into many small pieces. Be careful in handling as pieces may be sharp.



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Anchor Hocking Foodservice will replace any CORELLE[®] Vitrelle[®] Dinnerware that should chip, crack or break within FIVE YEARS from date of purchase. If an exact item is not available, it will be replaced with a comparable item. **This warranty only applies to products damaged during normal commercial use. It does not cover damage resulting from misuse, abuse, negligence, or accidental breakage.**

For this warranty to apply, the owner must follow the Use, Care, & Safety instructions. If you wish to make a warranty claim, contact the Anchor Hocking Foodservice Sales Manager.

What This Warranty Covers:

- Dinner Plates
- Salad Plates
- Bowls
- Bouillon Cup
- Any CORELLE[®] Vitrelle[®] Glass product designated under this warranty

What This Warranty Does Not Cover:

- **USING ON STOVETOP**, under a broiler/griller, salamander, under a microwave browning element, in a toaster oven, or on or near any other direct heating source such as range heat vents, pilot light, open flames, etc.
- **SUDDEN TEMPERATURE CHANGES. DO NOT** add liquid to a hot item, place a hot item on a wet surface, or handle an item with a wet or cold cloth. These sudden temperature changes may cause the item to break or shatter.
- **ABUSE** by dropping from excessive heights or hitting against a hard object.
- **USING** an abrasive cleanser, scouring pads, or any object that will scratch, stain or discolor the product.

NOTE: Failure to follow these warnings may cause an item to chip, crack, break or shatter immediately or later, resulting in personal injury or property damage. This product is intended for normal commercial use only.

KEEP THE PRODUCT, as you may be asked to return it. Incidental and consequential damages are expressly excluded from this warranty. Some jurisdictions do not allow this exclusion or limitation, so the above may not apply to you. This warranty gives you specific legal rights. You also may have other rights, which vary.



**ANCHOR
HOCKING**
C O M P A N Y

CORELLE
LITHUMWARE SINCE 1972
CHICAGO
CUTLERY.

ANCHOR  HOCKING

Fire-King

LUCARIS
Crystal of Modern Asia

CORNINGWARE[®]

Ocean[®]

ANCHOR HOCKING[®]

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Corelle[®] Foodservice Replacement Policy

1. Purpose

This policy defines the standard approach for handling replacement requests for Corelle[®] dinnerware used in Foodservice, Hospitality, and Institutional settings. It ensures consistency, cost control, customer satisfaction, and proper SAP documentation for customers and distributors.

2. Scope

This policy applies to:

- Corelle[®] Foodservice dinnerware products
- Requests submitted by Foodservice customers and authorized dealers/distributors
- Replacements due to manufacturing defects, transit damage, or approved service issues

This policy does **not** apply to:

- Consumer retail purchases
- Normal wear and tear, chipping due to misuse, or breakage outside approved warranty terms

3. Eligibility Criteria

Replacement requests may be approved when one or more of the following conditions are met:

- Manufacturing defect confirmed or reasonably suspected
- Damage incurred during transportation from Corelle or an authorized distributor
- Product failure within the applicable Foodservice warranty period
- Approved commercial goodwill or service recovery (requires Anchor Hocking Foodservice Sales Management approval)

The following are **not eligible** unless explicitly approved:

- Damage caused by misuse, improper handling, or non-commercial dishwashing practices
- Cosmetic wear consistent with normal Foodservice use
- Requests submitted without required documentation

4. Replacement Options

Approved replacements may be fulfilled as:

- Like-for-like replacement (same SKU)
- Functionally equivalent SKU (if original is discontinued)
- Credit memo (exception-based, Sales Management approval required)

Corelle reserves the right to determine the appropriate resolution.



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5. Required Documentation

All replacement requests must include:

- Completed Replacement Request Form (see Section 9)
- Proof of purchase or dealer/distributor invoice (if available)
- Quantity and SKU(s) being requested
- Description of issue and date first observed
- Photos of affected product(s), when applicable

6. Submission Process (Customer / Dealer/Distributor)

1. Customer or Dealer/Distributor completes the Replacement Request Form.
2. Form and supporting documentation are submitted to the assigned Anchor Hocking Foodservice Sales Representative or Anchor Hocking Foodservice Sales Support team.
3. Sales reviews for completeness and policy eligibility.

7. Internal Review & Approval

- Sales will verify customer eligibility, purchase history, and warranty status.
- Requests exceeding established thresholds (e.g., dollar value, volume, or goodwill) require Anchor Hocking Foodservice Sales Management approval.
- Once approved, Sales will initiate fulfillment via SAP.

8. Fulfillment Process (SAP)

8.1 Sales Order Creation

- Create a **no-charge replacement sales order** in SAP.
- Order type: Replacement / Zero-dollar (per SAP configuration).
- Reference the original invoice or customer PO when available.
- Enter reason code: Foodservice Replacement.

8.2 Pricing & Billing

- Unit price set to \$0.00.
- Freight terms follow original customer agreement unless otherwise approved.
- Ensure tax handling aligns with zero-dollar transaction requirements.

8.3 Inventory & Shipping

- Confirm product availability.
- Allocate inventory from standard ship point.
- Ship replacement to the customer's approved ship-to address.

8.4 Documentation

- Attach the approved Replacement Request Form to the SAP order (where supported).
- Note approval details and justification in order text.



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9. Replacement Request Form (Template)

Corelle[®] Foodservice Replacement Request Form

Customer / Dealer/Distributor Information

- Company Name:
- Contact Name:
- Email:
- Phone:
- Customer Number (if known):

Shipping Information

- Ship-To Name:
- Address:
- City, State, Zip:

Product Information

SKU Description Quantity Requested Issue Type (Defect/Damage/Other)

Issue Details

- Date product issue first observed:
- Description of issue:

Supporting Documentation

- Proof of purchase attached: Yes No
- Photos attached: Yes No

Sales Review

- Sales Rep Name:
- Approved: Yes No
- Approval Level: Sales Sales Management
- Comments:

10. Record Retention

All replacement requests and approvals must be retained in accordance with Corelle Foodservice record retention and audit policies.

11. Policy Review

This policy will be reviewed annually or as business needs require.

Owner: Sales Operations / Customer Service

Effective Date: TBD



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