

WARRANTY INFORMATION

LIMITED LIFETIME NO-CHIP WARRANTY

Sant'Andrea Dinnerware Collection

Oneida Luzerne Collection:

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

Oneida Luzerne Artisan Collection:

Marble, Rustic, Lava, Urban, Urban Storm, Knit, TinTin, Hamptons
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

Oneida VHA Collection:

Tundra

We warrant the above collections against edge chipping for five years from the date of delivery.

3 YEAR NO-CHIP WARRANTY

Oneida Bone China Collection

Oneida Cream White China
Collection

We warrant the above collections against edge chipping for three years from the date of delivery.

1 YEAR NO-CHIP WARRANTY

Buffalo Bright White and
Cream White Collection

We warrant 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 Oneida 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. 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 sales rep.