

Perimeter Plate Chip Warranty - 3 years:

The high quality of materials and manufacturing processes we use for our hospitality products provide for increased protection against mechanical impact stress (chipping).

- The warranty covers platters, dinner plates, saucers and soup plates.
- It is valid upon presentation of the original invoice.
- We cover chips that occur during normal professional use
 - Plating, serving, washing and storage.
 - All chips that result from non-standard or improper use, as well as complete or partial breakage are excluded from this coverage.
- Oneida reserves the right to inspect the damaged product and determine whether the claim originated during normal use.
- Valid claims are at our discretion and products will be replaced with product and not a monetary refund.

Plate Chip warranty claim process:

Step One: contact your Oneida representative

Step Two: keep all chipped product

Step Three: your Oneida representative will work with our QC department in order to determine next steps:

- Replacements
- Inspection of samples
- Physical counts

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