



RAK Porcelain USA Chip Warranty

Jan 2026

To our Valued Partners,

RAK USA's Lifetime Limited Chip Warranty covers edge chipping on the rims for banquet-weight pieces during ordinary or normal foodservice.

Our Claims Procedure: RAK USA will replace at no charge pieces under the warranty, which are found to be defective with identical or equivalent replacement pieces on a one-to-one basis. RAK USA representatives reserve the right to inspect each piece to determine if the damage meets the limited warranty coverage criteria. Collections covered by the limited warranty are:

Banquet Shapes within: Access, Anna, Aztek, Banquet, Barista, Charm, Chef's Classic, Chef's Fusion, Classic, Classic Gourmet, (Blossom, Bouquet, Choice, Favorite, Lace & Wonder), Digi, Ease, Elementz, Fire, Floret, Genesis, Helm, Impala, Karbon, Kerrazzo, Kintzoo, Krush, Lea, Le Ballet (Bravura, Fedra, Pose, Spectra), Metropolis, Nano, NeoFusion, Nordic, Orion, Oxyd, Pixel, Provence, Rimz, Rondo, Ruby, Samba, Selva, Shale, SKA, Soul, Splendour, Spot, RakEarth, Trinidad, Twirl, Vintage, Wild, Woodart, Woodstyle.

Banquet Shapes include: Round plates, round bowls, round mugs, round cups, and round saucers.

Collections not covered by the limited warranty: B. Concept, Edge, Epic, Evolution, Fine Dine, Fractal, Le Ballet Feelings, Les Decors, Massilia, Mazza, Moon, Opulence, Suggestions, Supreme, Zamma.

Our Limited Warranty does not cover breakage of any RAK USA dinnerware pieces damaged from abusive issues. We reserve the right to determine whether the edge chipping is from normal foodservice use.

Please contact your local RAK Porcelain USA Sales Representative with questions or concerns.

Best Regards,

Tanya Goggans

Tanya Goggans
V.P. of Marketing

RAK Porcelain, USA

Business Office & Warehouse: 251 Solar Dr. Suite 1000 Imperial, PA 15126

Phone: 866-552-6980 / **Fax:** 631-865-5156

Website: www.rakporcelain.com / **Email:** info@rakporcelainusa.com