



**RAK Porcelain USA  
Chip Warranty**

7/15/24

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 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:

Access, Anna, Aztek, Banquet, Barista, Charm, Chef's Classic, Chef's Fusion, Classic, Classic Gourmet, (Blossom, Bouquet, Choice, Favorite, Lace & Wonder), Ease, Fire, Genesis, Helm, Impala, Karbon, Kerrazzo, Kintzoo, Krush, Lea, Metropolis, Nano, NeoFusion, Orion, Oxyd, Pixel, Rondo, Ruby, Samba, Selva, Shale, SKA, Soul, Splendour, Spot, Trinidad, Twirl, Vintage, Wild, Woodart, Woodstyle.

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. Collections not covered by the limited warranty: B. Concept, Edge, Epic, Evolution, Fine Dine, Fractal, Le Ballet (Bravura, Fedra, Pose, Spectra), Les Decors, Massilia, Mazza, Moon, Nordic, Opulence, RakEarth, Suggestions, Supreme, Zamma.

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](http://www.rakporcelain.com) / **Email:** [info@rakporcelainusa.com](mailto:info@rakporcelainusa.com)