

WARRANTY

LIMITED LIFETIME EDGE CHIP WARRANTY

The Limited Lifetime Edge Chip Warranty applies to the Oneida Artisan 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.

The following warranty provides assurance that Oneida Ltd. will replace or provide equivalent substitutes on a one-for-one basis at no charge for any pieces returned and then found to be defective. Warranties only apply if the pieces have chipped under normal usage. Oneida reserves the right to determine normal usage conditions. Warranties do not cover breakage.

LIMITED 5-YEAR OR 5,000 WASHES GLAZE SHINE RESILIENCE WARRANTY on all Oneida Luzerne Collections

Oneida Luzerne Collections include: Current, Knit, Lava, Leather, Lines, Manhattan, Marble, Rustic, Stage, Urban Storm, Urban and Zen. Every Luzerne product comes with an exclusive guarantee of being shine resilient for 5 years or 5,000 washes, from the date of manufacture, with proper care and handling.

PLEASE NOTE: 5 year or 5,000 washes glaze warranty does not apply to custom, gold and platinum decorated items. The reference to 5,000 washes is based on three washings per day.

The 5 Year or 5,000 Washes Glaze Limited Warranty provides assurance that Oneida Ltd. 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 glaze has dulled under normal usage. Oneida reserves the right to determine normal usage conditions.

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.

Replacement claim forms may also be submitted with photos of the product, sent electronically via email to: bruce.liu@theoneidagroup.cn