

Date: August 21, 2020



RAK Porcelain USA Warranty Disclaimer

Lifetime Limited Warranty:

Our Lifetime Limited Warranty covers: Edge chipping of the rims on flat chinaware pieces during ordinary or normal foodservice usage. The pieces included are plates, soup/pasta bowls, platters and saucers. Collections covered by the limited warranty are: **Access, Anna, Aurea, Aztek, Banquet, Blossom, Bouquet, Charm, Choice, Classic Gourmet, Ease, Favourite, Fire, Fractal, Genesis, Helm, Impala, Karbon, Kintzoo, Lace, Leon, Metropolis, Nano, Opulence, Playa, Moon, Nano, Nordic, Orion, Oxyd, Playa, Rondo, Roks, Ruby, Shale, Ska, Sketches, Soul, Splendour, Spot, Supreme, Trinidad, Twirl, Vintage, Wild, Wonder, and Wood Art.**

Our Limited Warrant Does Not Cover: Breaking or Cracking of any RAK chinaware pieces damaged from normal abusive issues. We reserve the right to determine whether or not the edge chipping is from normal foodservice use. Collections not covered by the limited warranty are: **All Spice, Aurea, Antic, B. Concept, Cobbles, Buffet, Barista, Chefs Classics, Chefs Fusion, Edge, Evolution, Fine Dine, Giro, Lyra, Golden, Golden Ultra, Hide, Marea, Massilia, Mazza, Metal Fusion, Minimax, Nabur, Neo Fusion, Neo Mellow, Neo Tonic, Nordic, Pebbles, Pixel, Platinum, Samba, Sensate, Sensation, Skola, Suggestions, Ultra Fusion, White Gold, Woodstyle and Zamma.**

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