



Period of cover: Products covered on a lifetime basis from the date of invoice of the original order whilst the product is in use.

Products covered: The Steelite International Global Lifetime Edge-Chip warranty guarantees all Performance and Distinction products, excluding non-ceramic items.

Cover details: If the product edge-chips during its service life then the product will be replaced. Our guarantee applies when the product has been used under normal food service* conditions comprising refrigeration, serving, conveyance, washing and secure storage and used in accordance with Steelite International handling instructions.

The guarantee does not extend to other types of breakage and the validity of the guarantee claim is at the sole discretion of Steelite International.

Registration: The guarantee registration form must be completed at time of purchase to cover purchased product under the Lifetime Guarantee.

Claims: any claim pieces must be retained by the customer and returned to Steelite International for inspection. Information about the claim must be supplied and the venue where the damage occurred should be made available for inspection by Steelite International or its representative. Claims are only valid when made by the original customer at the location stated in the original registration.

Steelite International reserve the right to exclude product supplied under group negotiated contract terms.

*Definition of normal food service: includes only refrigeration, serving, washing and storage. Use in an oven or under a grill, but excluding pizza ovens. The edge-chip warranty does NOT include: Chips/breakage/cracking to:
1. The handles, lugs or knobs on cups, mugs, jugs, teapots/coffeepots and other hollow-ware items. 2. The verges of pots. 3. The spouts of pots or jugs.