



## FOH® LIFETIME *PLUS* EDGE-CHIP WARRANTY

To further support our longtime Customer Satisfaction Pledge, Front of the House® is very proud to announce our ground-breaking LIFETIME *PLUS* EDGE-CHIP WARRANTY *across all FOH® Porcelain collections!*

Since our inception in 2002, FOH® has guaranteed our customers' satisfaction for every item sold. We now provide this complete written Warranty as an additional assurance that your investment in FOH® Porcelain is a sound one.

FOH® Porcelain is made with our unique and proprietary recipe of the highest-quality commercial-grade materials and further strengthened with a dominant percentage of Aluminum Oxide. To further strengthen our Porcelain, FOH® Porcelain is fired at 2500°F by master technicians. The combination of unique materials and the high firing temperature makes **FOH® Porcelain a truly unique HYBRID**. In addition, all corners and rims are reinforced making FOH® Porcelain chip-resistant and a wise investment.

### TERMS AND CONDITIONS OF WARRANTY

- **Period of coverage** – Lifetime coverage begins from the date of the original dealer invoice and will continue while the product is in use.
- **Products covered** – **All FOH® Porcelain items are covered.** The Edge-Chip Warranty does NOT include: chips/breakage/cracking to: a) the handles or knobs on cups, mugs, pots, bouillon cups/bowls and other hollowware items b) the verge of pots c) the spouts of teapots/coffee pots d) custom or specially-produced items.
- **Registration** – To qualify for the FOH® Lifetime *Plus* Edge-Chip Warranty, purchased product covered by the Warranty must be registered directly with FOH®, Inc. within 60 days of dealer invoice date.
- **Coverage details** – The Warranty applies only to edge chipping on items that are utilized under normal food service conditions such as prep, serving, proper bus procedures, washing, use of proper wash racks, and storage. Edge chipping is not covered due to inappropriate or excessive use or mishandling as determined by FOH® (please refer to Par Levels as described in our FOH® Porcelain Handling Brochure). Warranty does not apply to any other type of breakage. Coverage does not apply to areas outside of the United States of America.
- **Claims** – Any claim items must be held by the customer (end user) and may need to be returned to FOH® for inspection. Chipped samples must be cleaned prior to being returned to FOH® for review. Information about the claim must be supplied by the customer (end user) and must be made available for inspection by FOH® or our Representative. A copy of the FOH® Claim Form and proof of purchase must be completed and submitted to FOH® for a Warranty to be valid. Claims are only valid when made by original customer at the location stated in the original registration. Return freight is the responsibility of the customer. Replacements will be shipped freight prepaid. Please allow four to six weeks for delivery.

FOH® Inc. reserves the right to change conditions of the program at any time with 30 days written notice, and may exclude certain products sold to chain operators.

For additional information, please feel free to contact your FOH® Sales Representative or FOH® Sales Manager.



## LIFETIME PLUS EDGE-CHIP WARRANTY CLAIM FORM

CW #:

Date:

Sales Rep.:

Rep. Firm:

Dealer Name:

Dealer Invoice No.:

Customer Contact Name:

Business Name:

Business Address:

Business Phone No.:

FOH Item Number	Description	Original Qty/Ea.	Replacement Qty/Ea
1			
2			
3			
4			
5			
6			
7			
8			

### Additional Details:

Description of Product Issue:			
Length of Time in Service:			
High or Low Temp. Machine:		Chemical Brand:	
Was In-Service Performed?		In-Service Date:	

- Please fill-in completely.**
- Photos of chipped items and proof of purchase (copy of dealer invoice or FOH® Packing Slip) required upon request.**

**Please email completed form to [warranty@foh.cc](mailto:warranty@foh.cc) or fax to 305.757.7941**

*For management use only. Please do not fill out.*

Date Processed :

Notes:



## LIFETIME PLUS EDGE-CHIP WARRANTY REGISTRATION FORM

Please complete this FOH® Lifetime Plus Edge-Chip Warranty registration request form and return it to FOH® at fax: 305.757.7941 within 60 days of the dealer invoice date. **IMPORTANT:** Must include proof of purchase.

You will receive an email confirming our receipt of your Registration Form.

Name of Customer:			
Contact:		Title:	
Company Address:			
City:		State:	Zip Code:
Email Address:			
Telephone:		FOH® Packing Slip #:	

Name of Distributor:			
Contact:		Title:	
Address:			
City:		State:	Zip Code:
Email Address:			
Telephone:		Date of Purchase:	

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- \* **In signing this registration form, I agree to the terms & conditions above.**

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SIGNATURE

**Please email completed form to [warranty@foh.cc](mailto:warranty@foh.cc) or fax to 305.757.7941**

For management use only. Please do not fill out.

CW #:		Date Processed:	
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