

FREIGHT INCLUDED PROGRAM

Freight is included in the list price for all standard orders within the lower 48 Continental USA States for **Authorized Dealers**. All other dealers receive Freight Included on orders greater than **\$1,000.00 net**. Free freight excludes accessorial charges. Method and route of shipment are at **Bauscher USA, Inc.**'s discretion.

EUROPEAN WHITE HARD PORCELAIN WARRANTY

Bauscher USA, Inc. offers a **Five-Year Glaze** and **Two-Year Chip Warranty** on our European white hard porcelain collections (all porcelain collections excluding *Raffinesse*, *Silhouette*, and *Supreme*).

DURACREAM WARRANTY

Bauscher USA, Inc. offers a **Five-Year Chip Warranty** and a **Two-Year Glaze** on our Duracream collections (*Raffinesse*, *Silhouette*, and *Supreme*).

WARRANTY DETAILS

Bauscher USA, Inc. will replace any pieces found to be defective if the product is only subjected to normal foodservice application comprising of preparation, serving, washing, conveyance, and secure storage.

The chip warranties' coverage applies only to flat plates, flat platters, rimmed bowls, and saucers.

The glaze warranties' coverage applies only to articles less than 12 inches in dimension at their widest point.

Warranties are for the stated amount of time from the initial purchase date of warranted articles.

Defective merchandise must be held for inspection by a representative of **Bauscher USA, Inc.** who will arrange for replacement. We reserve the right to determine whether or not the chipping or glaze wear is from normal usage.

WARRANTY CLAIMS

Please contact Bauscher USA, Inc. at **888-840-4333** or info@bauscherinc.com for a warranty claim.

DISCONTINUED ITEMS

Bauscher USA, Inc. maintains shapes for a historically long time. In the event that an individual item is determined to have no market demand, we may discontinue an individual piece (marked "discontinued"). These items will be available through December 31, 2010. If inventory remains, we will continue to sell in 2011. There will be no new production of this item after 2010.