

A Five Year Edge Chip Warranty is offered to demonstrate the durability of a product in a busy hospitality environment. We offer this Edge Chip Warranty for the following brands:



- Australian Fine China
- Churchill
- Dudson
- ID Fine
- Luzerne
- Moda Porcelain
- Rak Porcelain / Rak Deco

The Edge Chip Warranty is limited to specified pieces and applies to scale chipping, not V chipping or breakages. Please refer to each individual crockery brand section for individually marked products that the warranty applies to.

1 Scale Chipping

Characteristics:

- **Description:** Scale chipping involves small, shallow chips that flake off the edges of the crockery. These chips are usually thin and can occur over a larger surface area.
- **Appearance:** These chips often look like fish scales or flakes coming off the edge, creating a rough and uneven edge.
- **Causes:** Frequent contact with hard surfaces, repeated stacking, and minor impacts during handling and washing or potential product fault.

Prevention and Management:

- **Gentle Handling:** Handle crockery carefully to avoid minor impacts.
- **Proper Storage:** Store crockery in a way that minimises movement and contact with hard surfaces, ensuring it is not hot and wet or stacked too high when stored.

2 V Chipping

Characteristics:

- **Description:** V chipping involves larger, more pronounced chips that create a V-shaped notch or chunk in the edge of the crockery. These chips are deeper and more substantial than scale chipping.
- **Appearance:** These chips form a distinct V shape, often appearing as a significant break in the edge of the crockery.
- **Causes:** Significant impacts, dropping crockery, improper stacking, and exposure to extreme temperature changes.

Prevention and Management:

- **Proper Handling:** Avoid dropping or knocking crockery against hard surfaces. Handle items with care, especially during transport.
- **Stacking:** Stack crockery properly, ensuring that heavier items are at the bottom and lighter items on top.
- **Temperature Control:** Avoid rapid temperature changes. Do not expose crockery to extreme heat or cold.

3 Addressing Edge Chipping

- **Warranty Claims:** A completed Warranty Claim Form must be submitted for all edge chip claims. Forms can be requested from your distributor.