

CHIPPING WARRANTY

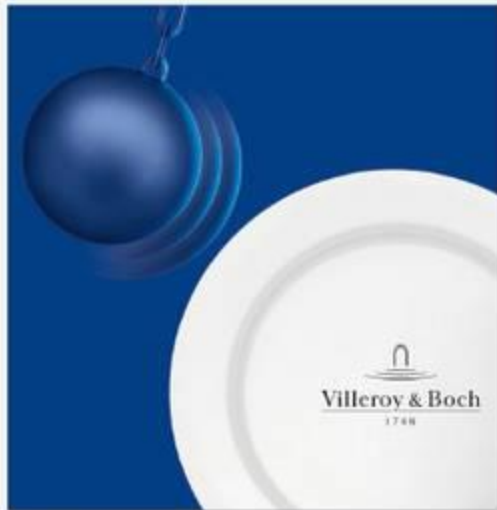
The anti-chipping guarantee



The high quality and the composition of materials used in the Villeroy & Boch hotel and restaurant products lend the porcelain increased stability for external mechanical stress as compared with most other standard porcelains. As a German company with a global operation, Villeroy & Boch AG is therefore in a position to be able to offer an anti-chipping guarantee on its hotel and restaurant crockery ranges.

In line with the following conditions, Villeroy & Boch AG, based in Saarufestrasse, 66693 Mettlach, Germany, provides a ten-year anti-chipping guarantee on certain items made from premium porcelain in the hotel and restaurant range.

To validate the guarantee, please contact your [Villeroy & Boch contact partner](#) "



EDGE CHIP WARRANTY

CONDITIONS OF THE ANTI-CHIPPING GUARANTEE

- This guarantee is valid for all Villeroy & Boch–branded products made from premium porcelain in the current hotel and restaurant range when used for commercial purposes.
- The guarantee covers platters, saucers, dinner plates and soup plates made from premium porcelain in the hotel and restaurant ranges.
- The guarantee applies both to white crockery and to decorative crockery.
- The guarantee only applies to premium new products from the date on the invoice and is only valid upon presentation of the original invoice. The guarantee covers chips that occur during normal professional use (chilling, serving, washing and storage). All chips that result from non-standard or improper use, as well as complete or partial breakage of the chinaware, are excluded from this guarantee.
- Villeroy & Boch reserves the right to check whether the chip originated during normal use by checking the defective products in situ or requesting the return of the entire product for assessment if required.
- In the case of a valid claim, and at the discretion of Villeroy & Boch, the products shall either be replaced or the purchase value of the products shall be refunded. Products that are exchanged are then deemed the property of Villeroy & Boch.

- In the event of a successful claim, the original guarantee will neither be renewed nor extended. This guarantee is subject to the laws of the Federal Republic of Germany.