



EDGE CHIP WARRANTY



RAK Porcelain Europe S.A. and its distribution networks certify the warranty to replace any chipped items as follows.

We will replace all chipped items with an identical product on condition that the claim is addressed to the distributor that delivered and invoiced the items within **five years** of the date of purchase.



Certain items come with a **lifetime guarantee** and are also listed below. The function and validity conditions of the warranty remain unchanged.

Products with special or bespoke decorations and those that have been decorated by a third party and have required firing in the kiln are not covered by the edge chip warranty.

To activate the warranty, you simply need to complete and return the attached form with a copy of proof of purchase (invoice) to the address provided, within 30 days of receiving the merchandise.

This warranty is only valid for products that have been utilised for what is regarded as normal and appropriate use.

Only edge chips on the rim of the items are covered by the warranty (on the edges of the lip of plates, dishes and bowls).

Any damage caused to the handles of cups and mugs will not result in replacement of the products.

The warranty does not cover breakages of items nor damage caused by improper use or any use that differs from professional use, such as scratches or chips on the glaze, or cracks on all or part of the products.

All our items can be traced using the example code *D 05-19*, indicating the exact date of production, which is located on the base or the underside of the products. RAK Porcelain reserves the right to carry out investigations in the event of claims for large scale damage exceeding normal amounts. These investigations may result in a request to send photographs or samples of the products in question to RAK Porcelain, or in an in-situ visit by the distributor, who may or may not be accompanied by a RAK Porcelain representative.

WARRANTY REGISTRATION FORM

Section to return

Name

Company

Address

Postcode

City

Country

E-mail

Telephone number

Fax number

Distributor name

Invoice number

Invoice date

Signature

Please return this form together with a copy of proof of purchase within 30 days of receiving the merchandise, to the following address:

By e-mail:

guarantee@rakporcelaineurope.com

By post:

RAK Porcelain Europe S.A.
440, Z.A.E. Wolser F
L-3290 Bettembourg
Luxembourg

By fax:

F (+352) 26 36 04 65

LIST OF ITEMS COVERED BY A WARRANTY

FUSION

** applies to all colour versions of the item

AZTEK

Square flat plate	AZSKSF27**, AZSKSF24**, AZSKSF17**, AZSKSF14**
Flat coupe plate	AZNNPR27**, AZNNPR24**
Deep coupe plate	AZBUBC26**
Oval platter	AZNNOP36**, AZNNOP32**
Stackable bowl	AZSKBW40**

FIRE

Flat coupe plate	FRNNPR27**, FRNNPR24**, FRNNPR18**
Deep coupe plate	FRNNDP28**, FRNNDP23**
Extra deep round plate	FRCLXD26**, FRCLXD23**

GENESIS MAT

Flat coupe plate	GNNNPR31**, GNNNPR29**, GNNNPR27**, GNNNPR24**, GNNNPR21**, GNNNPR18**, GNNNPR15**
Deep coupe plate	GNNNDP28**, GNBUBC26**, GNNNDP23**
Oval platter	GNNNOP36**, GNNNOP32**
Cereal bowl	GNNNBW20**
Rice bowl	GNNNRB16**
Non stackable bowl	GNNNBW12**, GNNNBW10**
Cup	GN116C23**, GN116C08**
Saucer	GNCLSA02**, GNCLSA13**

IMPALA & RUBY

Flat coupe plate	**NNPR31, **NNPR29, **NNPR28, **NNPR27, **NNPR24, **NNPR21, **NNPR18, **NNPR15
Deep coupe plate	**NNDP28, **BUBC26, **NNDP23
Oval platter	**NNOP36, **NNOP32
Rice bowl	**NNRB16
Non stackable bowl	**NNBW12, **NNBW10, **NNBW09

KARBON

Flat coupe plate	KRNNPR31, KRNNPR29, KRNNPR27, KRNNPR24, KRNNPR21, KRNNPR18, KRNNPR15
Deep coupe plate	KRNNDP28, KRBUBC26, KRNNDP23
Oval platter	KRNNOP36, KRNNOP32
Rice bowl	KRNNRB16
Non stackable bowl	KRNNBW12, KRNNBW10, KRNNBW09
Cup	KR116CU23, KR116CU20, KR116CU08
Saucer	KRCLSA02, KRCLSA13

KINTZOO

Flat coupe plate	KZNNPR31**, KZNNPR29**
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LEA

Flat coupe plate	LENNPR31**, LENNPR29**, LENNPR27**, LENNPR24**, LENNPR21**, LENNPR18**, LENNPR15**
Deep coupe plate	LEBUBC26**, LENNDP23**
Oval platter	LENNOP36**, LENNOP32**, LENNOP26**
Rice bowl	LENNRB16**
Saucer	LECLSA17**, LECLSA15**, LECLSA13**

NEOFUSION

Round flat plate	NFCLFP33**
Flat coupe plate	NFNNPR31**, NFNNPR29**, NFNNPR27**, NFNNPR24**, NFNNPR21**, NFNNPR18**, NFNNPR15**
Oval platter	NFNNOP36**
Deep coupe plate	NFBUBC30**, NFBUBC26**
Extra deep round plate	NFCLXD26**, NFCLXD23**
Rice bowl	NFNRRB16**
Mug	NFBAMG45**, NFBAFM30**

NEOFUSION MELLOW

Flat coupe plate	NFNNPR31**, NFNNPR29**, NFNNPR27**, NFNNPR24**, NFNNPR21**, NFNNPR15**
Deep coupe plate	NFBUBC26**, NFNNDP23**
Extra deep round plate	NFCLXD23**
Oval platter	NFNNOP36**
Rice bowl	NFNRRB16**

SHALE

Flat coupe plate	SHNNPR31, SHNNPR29, SHNNPR27, SHNNPR24, SHNNPR21, SHNNPR18, SHNNPR15
Deep coupe plate	SHNNDP28, SHBUBC26, SHNNDP23
Oval platter	SHNNOP36, SHNNOP32
Rice bowl	SHNNRB16
Non stackable bowl	SHNNBW12, SHNNBW10, SHNNBW09
Cup	SH116CU23, SH116CU20, SH116CU08
Saucer	SHCLSA02, SHCLSA13

SPLENDOUR

Flat coupe plate	SRNNPR31, SRNNPR29, SRNNPR28, SRNNPR27, SRNNPR24, SRNNPR21, SRNNPR18, SRNNPR15
Deep coupe plate	SRNNDP28, SRBUBC26, SRNNDP23
Oval platter	SRNNOP36, SRNNOP32, SRNNOP26

TRINIDAD

Round flat plate	TRCLFP31**, TRCLFP29**, TRCLFP27**, TRCLFP24**, TRCLFP21**, TRCLFP17**, TRCLFP15**
Round deep plate	TRCLDP30**
Deep coupe plate	TRNDC31**, TRNNDP28**, TRNNDP23**
Extra deep round plate	TRCLXD26**, TRCLXD23**
Stackable salad bowl	TRBASB16**
Saucer	TRCLSA17**, TRCLSA15**, TRCLSA13**

TWIRL

Flat coupe plate	TWNNPR31**, TWNNPR29**, TWNNPR27**, TWNNPR24**, TWNNPR21**, TWNNPR18**, TWNNPR15**
Deep coupe plate	TWBUBC30**, TWNNDP28**, TWBUBC26**, TWNNDP23**
Oval platter	TWNNOP36**, TWNNOP32**
Extra deep round plate	TWCLXD26**, TWCLXD23**
Cereal bowl	TWNNBW20**
Rice bowl	TWNNRB16**
Non stackable bowl	TWNNBW12**, TWNNBW10**
Cup	TW116C23**, TW116C08**
Mug	TWBAFM30**
Saucer	TWCLSA02**, TWCLSA13**

VINTAGE

Flat coupe plate	VNNNPR31**, VNNNPR29**, VNNNPR27**, VNNNPR24**, VNNNPR21**, VNNNPR18**, VNNNPR15**
Deep coupe plate	VNBUBC30**, VNBUBC26**, VNNNDP23**
Oval platter	VNNNOP36**, VNNNOP32**, VNNNOP26**
Rice bowl	VNNNRB16**
Cereal bowl	VNNNBW20**
Saucer	VNCLSA17**, VNCLSA15**, VNCLSA13**

WILD

Flat coupe plate	WLNNPR31, WLNNPR28, WLNNPR27, WLNNPR24, WLNNPR21, WLNNPR18, WLNNPR15
Deep coupe plate	WLNNDC31, WLNNDP23
Cup	WL116CU45, WL116CU37, WL116CU28, WL116CU20, WL116CU08
Mug Flora	WLBAFMG30, WLBAFMG26
Saucer	WLCLSA02, WLCLSA13

WOODART

Flat coupe plate	WDNNPR29**, WDNNPR27**, WDNNPR24**, WDNNPR21**, WDNNPR15**
Deep coupe plate	WDBUBC26**, WDNNDP23**
Rice bowl	WDNNRB16**

IVORIS

ANNA

Flat plate	ANFP31, ANFP29, ANFP27, ANFP24, ANFP21, ANFP17
Deep plate	ANDP30, ANDP26, ANDP24
Oval plate	ANOP38, ANOP32, ANOP22
Bowl	ANBW18, ANBW16, ANBW14
Cereal bowl	ANCB13
Saucer	ANSA17, ANSA13, ANSA15

BANQUET

Flat plate	BAFP31, BAFP30, BAFP29, BAFP27, BAFP25, BAFP24, BAFP23, BAFP21, BAFP20, BAFP19, BAFP17, BAFP15, BAFP13
Deep plate	BADP30, BADP26, BADP23, BADP19
Steak plate	BAOP30
Pizza plate	BAPP33, BAPP32
Oval platter	BAOP45, BAOP38, BAOP32, BAOP26, BAOP22
Bowl	BABW14, BABW12, BACS01
Stackable salad bowl	BASB21, BASB18, BASB16, BASB12
Mug Flora	BAMG45, BAFMG36, BAFMG30, BAMG26
Stackable mug	BASM30
Saucer	BAST01, BASA15, BASA13

BARISTA

Cup	116CU45, 116CU37, 116CU28, 116CU23, 116CU20, 116CU15, 116CU08
Cream soup bowl - 2 handles	116CS28
Saucer	CLSA02, CLSA01, CLSA15, CLSA13

CLASSIC GOURMET

Round flat plate	CLFP33, CLFP31, CLFP29, CLFP27, CLFP24, CLFP21, CLFP19, CLFP17, CLFP15
Round deep plate	CLDP30, CLDP26, CLDP24
Round deep plate	CLDP27
Extra deep round plate	CLXD26, CLXD23
Saucer	CLSA17, CLSA15, CLSA13

HOSPITAL & HEALTHCARE

Healthcare flat plate SKHDP23, SKHFP23, SKHFP23WR

METROPOLIS

Flat plate MEFP31, MEFP29, MEFP27, MEFP24, MEFP21, MEFP17, MEFP15
Deep plate MEDP30, MEDP26, MEDP23

NANO

Flat coupe plate NNPR31, NNPR29, NNPR27, NNPR24, NNPR21, NNPR18, NNPR15
Deep coupe plate BUBC30, BUBC26, NNPD23
Oval platter NNOP36, NNOP32, NNOP26, NNOP21
Cereal bowl NNBW20
Non stackable bowl NNBW12, NNBW10, NNBW09
Rice bowl NNRB16

RONDO

Flat plate BAFP31D7, BAFP29D7, BAFP27D7, BAFP24D7, BAFP21D7, BAFP19D7, BAFP17D7, BAFP15D7
Deep plate BADP30D7, BADP23D7
Oval platter BAOP38D7
Stackable salad bowl BASB16D7
Saucer BAST01D7, BASA15D7, BASA13D7

SKA

Square flat plate SKSFP31, SKSFP27, SKSFP24, SKSFP21, SKSFP19, SKSFP17, SKSFP14
Square deep plate SKSDP27, SKSDP24, SKSDP21
Round narrow rim flat plate SKRFP24, SKRFP22, SKRFP19, SKRFP16
Round narrow rim deep plate SKRDP26, SKRDP22
Stackable bowl SKBWL60, SKBWL40
Saucer SKSA14, SKSA12

POLARIS

ACCESS

Flat plate ASFP31, ASFP29, ASFP27, ASFP25, ASFP24, ASFP21, ASFP19, ASFP17, ASFP15
Deep plate ASDP30, ASDP26, ASDP23
Oval plate ASOP36, ASOP34, ASOP28
Saucer ASSA17, ASSA15, ASSA13

RAKSTONE

**** applies to all colour versions of the item**

EASE, EASE SPRING & SUMMER

Round deep plate EADC30**, EADC28**, EADC26**, EADC24**, EADC20**, EADC16**
Oval deep plate EAOD33**, EAOD30**, EAOD26**
Oval flat plate EAOP33**, EAOP30**, EAOP26**, EAOP23**
Flat coupe plate EACP32**, EACP28**, EACP24**, EACP21**, EACP16**
Flat plate with rim EAFP32**, EAFP28**, EAFP24**, EAFP20**, EAFP16**
Bowl EABW20**, EABW16**, EABW12**
High bowl EAHB10**
Ramekin EABR10**, EABR08**
Cup without handle EACU23M**, EACU20M**, EACU09M**
Cup EACU23**, EACU20**, EACU09**
Saucer EASA16**, EASA13**
Mug EAMG30**

KERRAZZO 5 YEARS ANTI-CHIP GUARANTEE

Round flat plate KELUFP31, KELUFP27, KELUFP24, KELUFP21, KELUFP16
 Round deep plate KELUDP27, KELUDP24, KELUDP21

KRUSH 5 YEARS ANTI-CHIP GUARANTEE

Round flat coupe plate KSRP30**, KRSP28**, KSRP24**, KSRP21**, KSRP15**
 Round deep coupe plate KSDP26**
 Round Oval coupe platter KSOP32**, KSOP28**, KSOP25**
 Cup without handle KSCU40M**, KSCU28M**, KSCU25M**, KSCU09M**
 Breakfast cup KSCU40**
 Coffee cup KSCU28**, KSCU25**
 Espresso cup KSCU09**
 Round saucer KSSA17**, KSSA13**
 Oval saucer KSOSA19**, KSOSA15**
 Mug KSMG33**
 Teapot & lid KSTP110**, KSTP70**
 Creamer KSCR25**, KSCR15**
 Sugar bowl & lid KSSU25**
 Salt shaker & Pepper shaker KSSS01**, KSPS01**

SPOT 5 YEARS ANTI-CHIP GUARANTEE

Organic flat plate S**FLFP32, S**FLFP31, S**FLFP28, S**FLFP24, S**FLFP22
 Organic deep plate S**FLDP28, S**FLDP24
 Organic bowl S**FLDB52, S**FLDB31
 Flat coupe plate S**NNPR31, S**NNPR29, S**NNPR28, S**NNPR27, S**NNPR24, S**NNPR21, S**NNPR18,
 S**NNPR15
 Pizza plate S**BAPP33
 Deep coupe plate S**NNDP30, S**NNDP28, S**BUBC26, S**NNDP23
 Oval platter S**NNOP36, S**NNOP32, S**NNOP26, S**NNOP21
 Rectangular flat plate S**CLRP38, S**CLRP33
 Rectangular plate S**EDRG33
 Bowl S**NNRB16, S**NNBW12, S**NNBW10
 Cup without handle S**116C45M, S**116C37M, S**116C08M
 Mug without handle S**BAFM36M, S**BAFM30M, S**BAFM26M
 Stackable mug without handle S**BASM30M
 Bouillon cup S**116CS28
 Cup S**116CU28, S**116CU23, S**116CU15, S**116CU08
 Saucer S**CLSA02, S**CLSA01, S**CLSA15, S**CLSA13
 Mug S**BAFMG36, S**BAFMG30, S**BAFMG26
 Stackable mug S**BASM30
 Coffee pot S**CLCP35
 Teapot S**CLTP40
 Creamer S**FDCR15M, S**OPCR09M
 Salt & pepper shaker S**CLSS01, S**CLPS01