



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.
12, Z.A.E Krakelshaff
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
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 5 YEARS ANTI-CHIP GUARANTEE

Flat coupe plate	NNPR31, NNPR29, NNPR27, NNPR24, NNPR21, NNPR18, NNPR15
Deep coupe plate	BUBC30, BUBC26, NNNDP23
Oval platter	NNOP36, NNOP32, NNOP26, NNOP21
Cereal bowl	NNBW20
Non stackable bowl	NNBW12, NNBW10, NNBW09
Rice bowl	NNRB16

RONDO 5 YEARS ANTI-CHIP GUARANTEE

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 5 YEARS ANTI-CHIP GUARANTEE

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 LIFETIME ANTI-CHIP GUARANTEE

Flat plate	ASFP31, ASFP29, ASFP27, ASFP25, ASFP24, ASFP21, ASFP19, ASFP17, ASFP15
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RAKSTONE

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

EASE 5 YEARS ANTI-CHIP GUARANTEE

Round deep plate	EADC30**, EADC28**, EADC24**, EADC20**, EADC16**
Oval deep plate	EAOP23**
Flat coupe plate	EACP32**, EACP28**, EACP24**, EACP21**, EACP16**
Flat plate with rim	EAFP32**, EAFP28**, EAFP24**, EAFP20**, EAFP16**
Bowl	EABW20**, EABW16**, EABW12**
Ramekin	EABR08**
Cup	EACU23**, EACU20**, EACU09**
Saucer	EASA16**, EASA13**

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
Deep coupe plate	S**NNDC30, S**NNNDP28, S**BUBC26, S**NNNDP23
Oval platter	S**NNOP36, S**NNOP32, S**NNOP26, S**NNOP21
Rectangular plate	S**EDRG33
Bowl	S**NNRB16, S**NNBW12, S**NNBW10
Bouillon cup	S**116CS28
Cup	S**116CU28, S**116CU23, S**116CU15, S**116CU08
Saucer	S**CLSA02, S**CLSA01, S**CLSA15, S**CLSA13