

Echelon

Fine Tableware

5 Year Edge Chip Warranty

At Reward we believe customers need to have confidence in the quality and performance of a product they purchase. Reward is very proud to be able to offer customers a 5 year warranty against edge chipping on all round plates within our newest hotelware collection, Echelon.

Terms and Conditions of Warranty

- **Time period of warranty** – Coverage is offered on a 5 year basis from the date of the original invoice and is only valid on presentation of the original invoice.
- **Products covered** – All round plates within the Echelon range, including plates and saucers.
- **Details of cover** – The warranty is only applicable to edge-chipping on items that are subjected to normal food service application comprising preparation, serving, washing and storage and not to products that have been mishandled in anyway. Complete or partial breakage of chinaware will not be covered by the warranty. Reward reserves the right to determine whether chipping was caused from standard use.
- **Claims** – The items in question are to be physically returned to Reward and will be inspected by an authorized Reward representative. The customer is required to submit an outline of the circumstances leading to the damage, how the damage occurred, where and when it occurred. Reward will assess the claim and provide advice accordingly. Under this guarantee Reward Distribution will either replace the goods or issue a credit note of an equivalent value. Once the items in question are physically returned to Reward, these exchanged goods become the property of Reward Distribution. Claims can only be made by the invoiced customer.
- For more information or to register, please contact your local Reward office on 1800 473 927 or visit our website www.rewarddistribution.com.au.



Reward
DISTRIBUTION
Hospitality, Cleaning
& Catering Products

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echelon
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