steelite
INTERNATIONAL

★ LIFETIME ★

EDGE CHIP WARRANTY

YOUR CONFIDENCE ASSURED

www.steelite.com

The Steelite International Lifetime Edge-Chip Warranty is your assurance that all Performance and Distinction products manufactured in our UK factory are fit for purpose.

Why Steelite International?

- Steelite International has ISO 9001 and ISO 14001 Certifications
- We only use the finest ingredients to create a unique formula
- Our product is 100% Made In England
- Every product passes up to 53 different quality checks
- We combine a highly skilled workforce with modern technology



Why Performance & Distinction?

- All products are made with high alumina content to ensure ultimate strength
- ISO registered suppliers ensure consistent material and product quality
- Durable transparent glaze on our white or decorated items provides an excellent quality finish and great performance in service
- Engineered design ensures maximum performance

Each piece is inspected, examined and tested so you can be confident it will withstand the rigours of the modern commercial kitchen and remain chip free.

We have not only extended our edge-chip warranty to lifetime but it is now available on every item within the Performance and Distinction range.

★LIFETIME★



EDGE CHIP WARRANTY

This commitment to quality excellence ultimately results in product that you will replace less often – great for your kitchen, great for your long term costs and great for the environment.

Have confidence in your investment.
Our products are built to last, and last, and last...

Secure Handle Adhesion

Every time you serve a customer with a Performance or Distinction cup or mug, relax in the confidence that the handle has gone through 7 different quality checks to ensure it stays where it belongs – on the cup!



Stackability

Stackable shapes result in space-saving solutions! A fully glazed base minimises contact, preventing damage and wear.



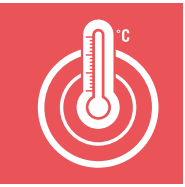
Microwave & Freezer Safe

Our products offer complete versatility. However you work, be confident our products work with you.



Thermal Shock Resistance

Performance and Distinction products withstand temperature fluctuations of up to 350ºF. Work with our products and work with confidence.



Heat & Chill Retention

Piping hot main courses or ice-chilled desserts, serve your food as it is meant to be served.



Stain Resistance

All products have great stain resistance, which means you can work comfortably with any food time and time again... without leaving a trace.



Glaze Damage Resistance

Durable transparent glaze on our white or decorated items provides an excellent quality finish and great performance in service.



Dishwasher Safe

Our products withstand the dishwasher better than most by enduring the rigours of the food service industry wash after wash.

www.steelite.com

REGISTER ONLINE:
www.steelite.com/edgechipregister

PERIOD OF COVER:
Products covered on a lifetime basis from the date of invoice of the original order whilst the product is in use.

PRODUCTS COVERED:
The Steelite International Global Lifetime Edge-Chip Warranty guarantees all Performance and Distinction products.

COVER DETAILS:
If the product edge-chips during its service life then the product will be replaced. Our warranty applies when the product has been used under normal food service* conditions comprising refrigeration, serving, conveyance, washing and secure storage and used in accordance with Steelite International handling instructions.

The warranty does not extend to other types of breakage and the validity of the warranty claim is at the sole discretion of Steelite International.

REGISTRATION:
The warranty registration form must be completed online at time of purchase to cover purchased product under the Lifetime Warranty.

CLAIMS:
Any claim pieces must be retained by the customer and returned to Steelite International for inspection. Information about the claim must be supplied and the venue where the damage occurred should be made available for inspection by Steelite International or its representative. Claims are only valid when made by the original customer at the location stated in the original registration.

*Definition of normal food service use: includes only refrigeration, serving, washing and storage. Use in an oven or under a grill, but excluding pizza ovens.

The Edge-Chip Warranty does NOT include:
Chips/breakage/cracking to: 1. The handles, lugs or knobs on cups, mugs, jugs, tea/coffee pots and other hollow-ware items. 2. The verges of tea/coffee pots. 3. The spouts of tea/coffee pots or jugs.