



## Yanco International Inc.

### Yanco International Inc. Limited Edge-Chip Warranty

Yanco International Inc. offers a two (2) year limited edge-chip warranty for Flat Rim plates and oval platters against chipping under normal usage conditions in our Versailles Collection. Holloware, Mugs, Cups, and Coupe Bowls are excluded from this warranty. Plates experiencing breakage, hairline cracks, or large "U" or "V" shaped chunks, caused by abnormal handling or abusive blunt-force trauma are also expressly excluded from this warranty.

To ensure the longevity of your products, plates and platters should never be touching another while in the Dishrack during the wash & rinse cycles in a commercial dish machine. Having stated this, we highly recommends the use of full size Tall 6" Peg Dishracks for larger (10" & above) Flat Plates and full size 5X9 Dishracks for various shaped Coupe & Rim Bowls, Oval Platters, and other shapes to help protect your Yanco China products.

#### Coverage Details:

- The warranty strictly covers edge chipping and excludes any form of breakage.
- Chipped items will be replaced with identical products, provided the claim is submitted to the distributor who delivered and invoiced the items within two (2) years from the date of purchase.
- Replacement requests must include a minimum of 12 pieces to file a claim.

#### Exclusions:

- Custom products and items decorated by third parties are not covered under this warranty.
- This warranty is only valid for rim plates used appropriately and under normal service conditions.
- The warranty does not cover:
  - Damage caused by improper use, including but not limited to scratches, chips on the glaze or cracks in the glaze.
  - Breakage of any kind.

#### Claim Process:

Yanco International Inc. reserves the right to thoroughly investigate all claims. This process may include:

- Requesting photographs or physical samples of the affected products.
- An in-person inspection by the distributor or sales representative.

All claims must adhere to the above guidelines to be eligible for warranty coverage.

1531 S. Washington Ave., Suite 2, Piscataway, NJ 08854

Tel: (732)752-8878 Fax: (732)752-8828

Website: [www.yancochina.com](http://www.yancochina.com) Email: [orders@yancochina.com](mailto:orders@yancochina.com)



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**Warranty Registration Form**

**CONTACT INFORMATION**

COMPANY NAME \_\_\_\_\_ NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY/STATE/ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_ EMAIL: \_\_\_\_\_

DISTRIBUTOR NAME: \_\_\_\_\_

INVOICE NUMBER: \_\_\_\_\_ INVOICE DATE: \_\_\_\_\_

X \_\_\_\_\_ DATE: \_\_\_\_\_

SIGNATURE

**PLEASE RETURN FORM WITH A COPY OF PROOF OF PURCHASE WITHIN 30 DAYS OF RECEIVING MERCHANDISE, TO THE FOLLOWING ADDRESS:**

**Email:** [orders@yancochina.com](mailto:orders@yancochina.com)

**Mailing Address:**

Yanco International Inc.  
1531 South Washington Ave, Suite 2  
Piscataway, NJ 08854

**Fax:** (732)-752-8828

**ITEMS COVERED BY 2-YEAR CHIP WARRANTY**

**VERSAILLES:**

**ROUND WIDE RIM PLATE:** VS-106, VS-107, VS-109, VS-110, VS-110, VS-111, VS-112

**OVAL WIDE RIM PLATE:** VS-210, VS-212, VS-214, VS-214