



ASSURANCE

2 year replacement warranty



ROYAL DOULTON

ENGLAND



ROYAL ALBERT

ENGLAND



Royal Crown Derby

MADE IN ENGLAND SINCE 1750



kate spade

NEW YORK

REGISTER FOR 2 YEAR WARRANTY

We believe your china and glassware should last a lifetime, so to give you extra peace of mind, we back it up with our Assurance Program.

BREAKAGE REPLACEMENT

Assurance lets you relax and enjoy your china, crystal and glass everyday, not just on special occasions. Royal Doulton give you a two-year warranty on china tableware and crystal or glass drinkware and a 50-year warranty on cutlery.

So, if you accidentally chip or break any Royal Doulton, Royal Albert, Royal Crown Derby, Rosenthal or Kate Spade tableware or drinkware within the two years after you purchase it, we'll replace it free of charge.

PATTERN AVAILABILITY UPDATES

As much as we wish it were otherwise, sometimes discontinuations do have to happen. If you register for Assurance we will advise you if your tableware or crystal pattern is being taken off range.

HOW TO REGISTER

- 1 You must register for Assurance within 3 months of the date of purchase.
- 2 Complete the attached registration form at the time of purchase and give to your Royal Doulton Consultant.
- 3 There is no need to send us proof of purchase, but keep your receipts or closed wedding list stapled to this leaflet in a safe place as you will need the proof of purchase to claim.
- 4 If you buy more of the same pattern, there is no need to register again – just ensure you keep all of your receipts.

HOW TO CLAIM

To claim you will need to take the following to your nearest Royal Doulton stockist:

- 1 The broken item (please take care when handling broken china or crystal and wrap items securely to avoid injuries)
- 2 Proof of purchase (i.e. your original receipt or copy of your closed wedding list)

CARING FOR YOUR CHINA, CRYSTAL, GLASS & CUTLERY

USAGE

China must not be subject to extreme changes in temperature or exposed to a naked flame. Plates and serving dishes can be warmed before use in an oven at a temperature of no more than 100°C. Tableware with a gold or platinum trim must not be used in a microwave. Fine bone china should not be used for cooking purposes. Fine china is suitable for use both in freezer and oven.

Do not use cutlery as cooking implements. High direct heat can damage the surface of the metal leaving discoloured marks.

WASHING

China can be washed in a dishwasher – at a maximum temperature of 65°C. The following detergents have been approved after testing by Royal Doulton: Finish Gel, Finish Liquid and Cussons Morning Fresh Hydro Film Tablets. When washing by hand, avoid the use of scouring pads. Hardened – on particles can be removed by soaking the item in water before washing. Really stubborn stains can be removed by soaking in a mild bleach solution for up to one hour.

It is best to keep crystal out of the dishwasher, as it may become cloudy. Wash by hand in warm soapy water; avoid the use of scouring pads or abrasive washing agents. Dry with a clean, soft cloth. No good glass should be immersed suddenly in very hot water or very cold water or have very hot or cold liquids poured into them.

Clean and dry your cutlery as soon as possible after use. Do not leave in water to soak, or let it stand in the dishwasher overnight. Do not leave food adhering to the cutlery for long periods prior to cleaning. Do not use any abrasive cleaners to remove food residues. Never use silver cleaner on stainless steel cutlery.

STORAGE

When storing plates, try not to slide them over one another, as this may cause scratches in the glaze. The surface used on tableware is hard, however, the back of a plate can scratch the front of another plate, so care should be taken when stacking. We recommend a paper napkin be placed between each plate. Cups should not be stacked when stored, as this weakens the handles.

Store crystal carefully, standing the right way up and not on the rims of the glasses.

REGISTRATION FORM

Mr / Mrs / Miss / Ms / Other: _____

First Name: _____

Surname: _____

Address: _____

Postcode: _____

Phone number: _____

Email: _____

Your age: Under 25 25-34 35-44
 45-54 55-64 65+

Brand purchased:

Royal Doulton Royal Albert Royal Crown Derby
 Rosenthal Kate Spade

Pattern purchased:

Items purchased:

Date of purchase:

Retailer you purchased from (name and suburb): _____

Please tick the box if you do not wish to receive information about Royal Doulton, Royal Albert, Royal Crown Derby, Rosenthal or Kate Spade



ROYAL DOULTON

ENGLAND

POSTAGE
PAID
AUSTRALIA

Royal Doulton
Reply Paid 2000
Castle Hill NSW 1765

TERMS & CONDITIONS

Assurance entitles registered customers to the following benefits:

- 2 year breakage warranty from the date of purchase
- 2 year notice of pattern discontinuation

In the event that it is not possible to give 2 years' notice on a pattern discontinuation or maintain the pattern availability for the warranty period, we will advise owners of arrangements to be made to complete or replace their collection.

Assurance only applies to current patterns.

We reserve the right to amend the list of eligible patterns at any time without notice. Assurance applies to customers who have registered their purchase with Royal Doulton. We reserve the right to request proof of identity and proof of purchase and to refuse any claim at our absolute discretion.

CLAIMS

All claims must be made at a Royal Doulton, Royal Albert, Rosenthal, Royal Crown Derby or Kate Spade stockist participating in the Assurance scheme and must be accompanied by:

- The broken item
- Proof of purchase (i.e. the original purchase receipt or your closed wedding list)

For your nearest stockist please call Royal Doulton Customer Service on 1800 252 034.

Consumers must return their registration form within 3 months of purchase.

Claims must be made within 2 years of the purchase date as shown on the proof of purchase e.g. receipt or closed wedding list.

Replacements are offered only for chipping or accidental breakages occurring during normal home use within the registered owners permanent residence in Australia and does not extend to any other items other than the broken article, even if it forms part of a set, suite or collection.

This warranty is subject to users following the advice outlined in on our care of china, crystal, glassware and cutlery instructions.

All written correspondence relating to these offers will be sent to the address shown on the customer's registration form.

All written correspondence from consumers relating to these offers should be sent to Royal Doulton Australia, Reply Paid 2000 Castle Hill 1765.