FRONT OF THE HOUSE®

LIFETIME PLUS FOH WARRANTY

LIFETIME *PLUS* EDGE-CHIP WARRANTY
Claim Form

Date:		Customer Contact Name:	
Sales Rep.:		Business Name:	
Rep. Firm:		Business Address:	
Dealer Name:			
Dealer Invoice No.:		Business Phone No.:	

	FOH Item Number	Description	Original Qty/Ea.	Replacement Qty/Ea
1				
2				
3				
4				
5				
6				
7				
8				

Additional Details:

Description of Product Issue:			
Length of time in Service:			
High or Low Temp. Machine:		Chemical Brand:	
Was In Service Performed?	YES NO	In Service Date:	

1. **Please fill-in completely.**
2. **If the property still has the original cartons, please have them pack the damaged items in these boxes.**
3. **In service and inspection required, discuss product issues with key contact person.**
4. **Determine the number of replacement pieces necessary and list items and quantity on form.**
5. **Add all pertinent information in the additional details section.**
6. **Email completed form to sales@foh.cc or fax to 305.757.7941**

For management use only. Please do not fill out.

Sales Manager Approval:			
Original P.O. Review		Date Processed:	
Notes:			

LIFETIME *PLUS* WARRANTY REGISTRATION FORM

Please complete this *FOH Lifetime Plus Edge Chip Warranty* registration request form and return it to FOH® at fax: 305.757.7941 within 60 days of the dealer invoice date. **IMPORTANT:** Must include a copy of your Dealer's invoice.

You will receive an email confirming our receipt of your Registration Form.

Name of Customer:					
Contact:		Title:			
Company Address:					
City:		State:		Zip Code:	
Email Address:					
Telephone:		Purchase Order #:			

Name of Distributor:					
Contact:		Title:			
Address:					
City:		State:		Zip Code:	
Email Address:					
Telephone:		Date of Purchase:			

TERMS AND CONDITIONS OF WARRANTY

- **Period of coverage** – Lifetime coverage begins from the date of the original dealer invoice and will continue while the product is in use.
- **Products covered – All FOH® items are covered.** The edge chip warranty does NOT include: Chips/breakage/cracking to: a) the handles or knobs on cups, mugs, pots, bouillon cups/bowls and other hollowware items b) The verge of pots c) the spouts of teapots/coffee pots d) Custom or specially produced items.
- **Registration** – To qualify for the FOH Lifetime Plus Warranty, purchased product covered by the warranty must be registered directly with FOH, Inc. within 60 days of Dealer invoice date.
- **Coverage Details** – The warranty applies only to edge chipping on items that are utilized under normal food service conditions such as prep, serving, proper bus procedures, washing, use of proper wash racks, and storage. Edge chipping is not covered due to inappropriate or excessive use or mishandling. Warranty does not apply to any other type of breakage.
- **Claims** – Any claim items must be held by the customer (end user) and returned to FOH for inspection. Information about the claim must be supplied by the customer (end user) and must be made available for inspection by FOH or our Representative. A copy of the FOH Claim form and original authorized FOH dealer invoice must be completed and submitted to FOH for a warrantee to be valid. Claims are only valid when made by original customer at the location stated in the original registration. Return freight is the responsibility of the customer. Replacements will be shipped freight prepaid. Please allow four to six weeks for delivery.

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Original P.O. Review		Date Processed:	
Notes:			