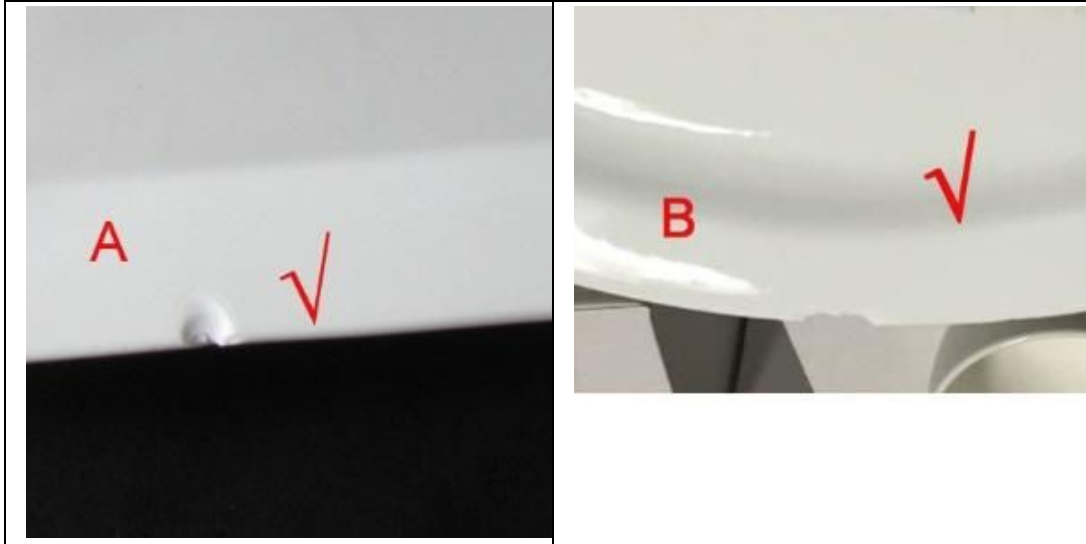


Guidelines of Determination for Chipping and Breakage

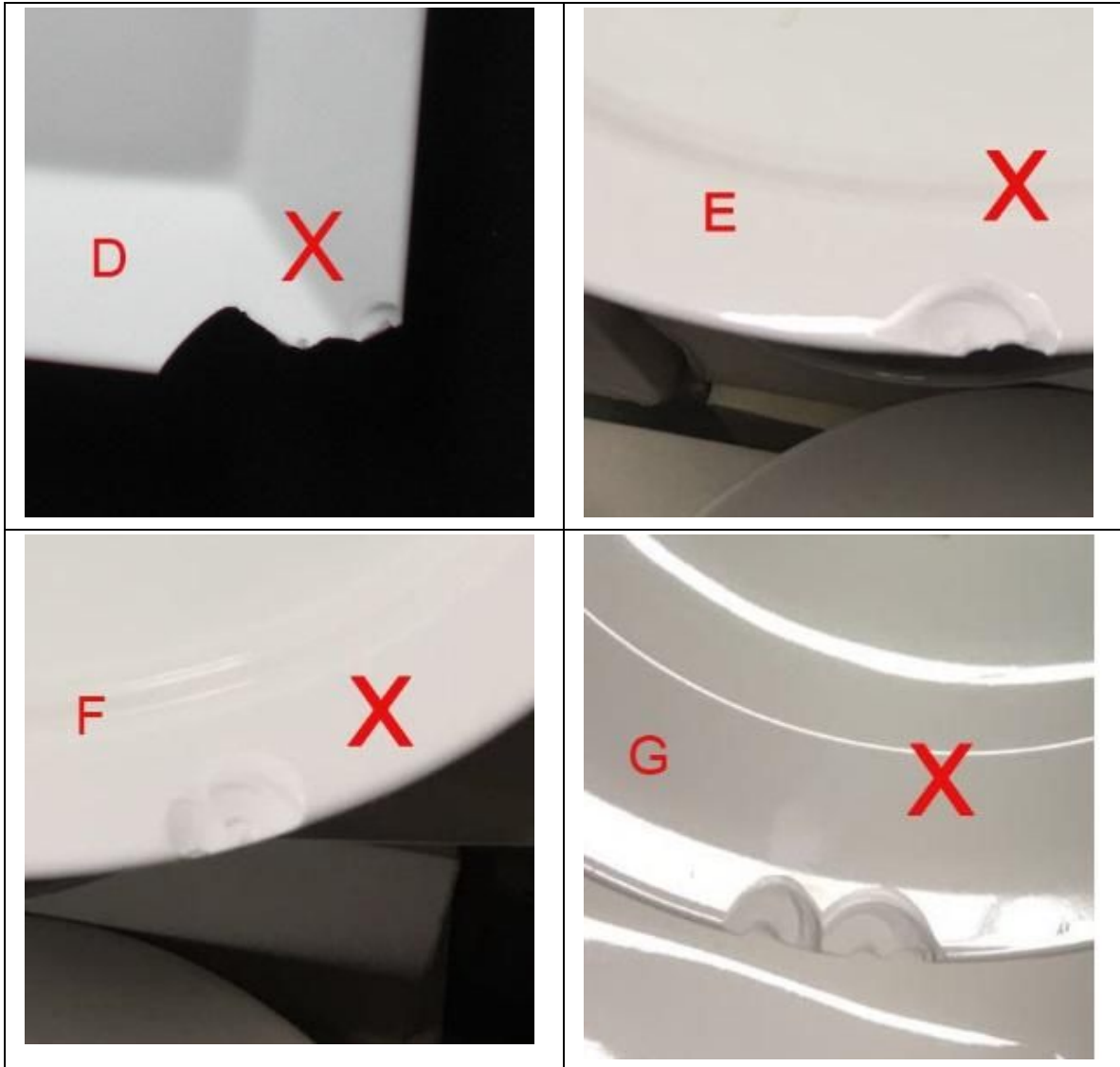
Following are the samples of pictures we consider whether it is chipping or breakage.

1) Chipping- (Picture A & B)



Small and thin chips, within the size of $\frac{1}{2}$ inch (See Picture A&B), usually caused by impact of some other hard objects such as other china or granite. When that happens, please send in the chipped dinnerware to Dauerhaft Dinnerware with a finished Chipped Claim form. We will inspect and issue a chip replacement for you. To download the form, please to visit www.dauerhaftdinnerware.com

2) Breakage-(Picture D.E.F.G.H)



Breakage, deeper and larger than ½ inch in size (See Picture D.E.F.G.H), can be caused by rough handling, such as pouring a stack of plates into the sink or bang the edge to get rid of the food sticking on the plates. If you can't decide whether or not is chipping, please send samples back to Dauerhaft Dinnerware to be examined. Upon inspection, we will determine whether or not the actual cause of chipping occurred under normal usage. To download the form, please to visit www.dauerhaftdinnerware.com

