

guaranteed against unsightly chipping



toughstuff

We guarantee it!



Libbey has offered these exclusive guarantees for over 80 years. They are a valuable benefit to foodservice operators.

Look for these symbols in the Libbey Glassware Catalog:

- Safedge® Rim guarantee
- Safedge® Rim & Foot guarantee
- ✕ Sheer Rim/D.T.E. guarantee

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● Safedge® Rim

The Safedge® Rim guarantee covers blown ware (tumblers and 2-pc stemware) with a Safedge® (burn-off rim). If the rim of any glass covered by the Safedge® guarantee chips, Libbey will replace or refund the price of the glass when it is returned to the dealer/distributor from whom it was originally purchased.



■ Safedge® Rim & Foot

The Safedge® Rim & Foot guarantee covers one-piece stemware only. If the rim or foot of any one-piece stemware item chips, Libbey guarantees to replace or refund the price of the glass when it is returned to the dealer/distributor from whom it was originally purchased.



✕ Sheer Rim/D.T.E.®

The Sheer Rim/D.T.E.® guarantee covers all products with a crack-off rim (tumblers and stemware). If the rim of any glass covered by the Sheer Rim/D.T.E.® guarantee chips, Libbey will replace or refund the price of the glass when it is returned to the dealer/distributor from whom it was originally purchased.



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- Safedge® Rim guarantee
- Safedge® Rim & Foot guarantee
- ✕ Sheer Rim/D.T.E.® guarantee

If you would like more information about Libbey, please visit our website at

www.libbey.com



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Examples of chipped ware covered by Libbey guarantees:

Chipped rim



Chipped foot



Examples of broken or cracked ware **NOT** covered by Libbey guarantees:

Broken bowl



Broken foot



Cracked bowl



Libbey Claims Procedure

Notify your dealer/distributor from whom you originally purchased the ware that you wish to file a claim. Then send the chipped glassware to the dealer/distributor. Once received, the ware will be inspected by a Libbey Account Manager to determine whether or not the affected samples are covered by the guarantee (for example, chipped and not broken or cracked). If the affected ware is covered by the guarantee, the Libbey Account Manager will issue a credit for the full purchase price of the ware directly to the distributor. The distributor will then issue a credit to the foodservice operator or replace the glassware.

Guarantees only cover chipping, NOT breakage.

Care and handling

Improper handling is the number one cause of glassware breakage. Jolting and banging causes abrasions and scratches that weaken the glass over time. Proper care and handling will minimize damage and make a significant difference in the life of your glassware. Training your personnel in the proper care and handling of glassware should be a priority for every foodservice operation. Your Libbey account manager can help.

Additional information on Libbey's processes and care and handling are available in print and video. To order training materials, contact your Libbey account manager.



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Shattering Experience DVD