

# TUPPERWARE® WARRANTY

## Warranty Claim Instructions

As of January 2023

Initiating a Claim: If you have reviewed our [Warranty Policy](#) and wish to initiate a warranty claim, please select one of the following options:

1. Please reach out to your independent Tupperware® consultant in the event that you have a warranty claim. Your consultant is able to access our online warranty system to service your warranty needs.
2. Should you have a warranty claim and not have a consultant, please feel free to use our [Consultant Finder](#) to connect with one of the amazing independent consultants in your area so they may assist you with any warranty claims.
3. In the event that you do not wish to process your warranty claim through an independent Tupperware® consultant, please contact our [customer care team](#) to start the process.

## TUPPERWARE'S WARRANTY POLICY

As of January 2023

Tupperware provides the Limited Lifetime Warranty described in this policy for most of its products. Products that are not covered by the Limited Lifetime Warranty are noted with an exception in the applicable catalog, product literature or product description and are subject to the applicable warranty as described in this policy. Note that in some circumstances, and for all Premium Product warranty claims, you may be required to send the affected item to Tupperware at your own expense in order for us to process a warranty claim. The process for sending in an item for a warranty request is detailed in this policy.

### **LIMITED LIFETIME WARRANTY**

Tupperware warrants that Tupperware® brand products that are subject to the “Limited Lifetime Warranty” will not chip, crack, break or peel (as such terms are defined in the “What’s Covered” section of this policy), when used under normal, non-commercial use, for the lifetime of the product. In the event of a product’s failure to meet such a warranty, Tupperware, at its election, will either replace the affected product with a like or similar product or provide a credit toward future purchases of Tupperware® brand products. Tupperware may require you to provide photographic or video evidence of the warranty claim, and may at its discretion require the product to be sent to Tupperware for evaluation of the validity of the warranty claim. You will be responsible for shipping and handling charges and applicable taxes relating to warranty replacement items or parts.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. THESE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS

OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### **LIMITED LIFETIME WARRANTY: WHAT'S COVERED**

#### *Chipping*

Chipping is a cut or break of a piece of the product that occurs along the edges of a product.

#### *Breaking*

Breaking produces a hole in the product.

#### *Peeling*

Peeling is the shedding of the outer layer of the product in strips or pieces.

#### *Cracking*

Cracking is a line or network of lines on the surface of the product which has split the product without breaking it into separate parts.

#### *Warping*

Products manufactured after September 1979 are dishwasher safe unless otherwise noted in the catalog, product literature or product description. Warping from dishwasher use for applicable products is covered by the Limited Lifetime Warranty.

### **QUALITY WARRANTY**

Products marked with the 'Q' symbol are warranted to be free of manufacturing defects for one year from the date of purchase. In the event of a product's failure to meet such warranty, Tupperware, at its election, will either replace the affected product with a like or similar product or provide a credit toward future purchases of Tupperware® brand products. Tupperware may require you to provide photographic or video evidence of the warranty claim, and may at its discretion require the product to be sent to Tupperware for evaluation of the validity of the warranty claim. You will be responsible for shipping and handling charges and applicable taxes relating to warranty replacement items or parts. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### **30-DAY WARRANTY**

Products designated with the 'G' symbol are warranted to be free of manufacturing defects for thirty calendar days from the date of purchase. This warranty does not include chipping or breakage of glass or china items due to dropping. In the event of a product's failure to meet such warranty, Tupperware, at its election, will either replace the affected product with a like or similar product or provide a credit toward future purchases of Tupperware® brand products. Tupperware may require you to provide photographic or video evidence of the

warranty claim, and may at its discretion require the product to be sent to Tupperware for evaluation of the validity of the warranty claim. You will be responsible for shipping and handling charges and applicable taxes relating to warranty replacement items or parts. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

#### **NO WARRANTY - "AS-IS" PRODUCTS**

Products marked with the 'Z' symbol are sold and accepted "As Is". These products are not eligible for any type of warranty request or replacement, repair, credit towards a future purchase, or refund in the event of any defect. TUPPERWARE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THESE PRODUCTS.

#### **PREMIUM PRODUCT WARRANTY**

Premium Products are products listed in this policy, as updated from time to time. Premium Products carry a limited lifetime warranty against defects in the material or workmanship under normal or household non-commercial use and when used and cared for in accordance with all applicable instructions, for the lifetime of the product. In the event of a product's failure to meet such warranty, Tupperware, at its election, will either replace the affected product with a like or similar product or provide a credit toward future purchases of Tupperware® brand products. You will be responsible for shipping and handling charges and applicable taxes relating to warranty replacement items or parts. Certain exclusions to warranty and actions that will invalidate your warranty for Premium Products are set forth in this Premium Product Warranty section. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Premium Products for which a warranty claim is made must be sent to Tupperware for evaluation of the validity of the warranty claim. Shipping charges paid by customers are not refunded.

Below is a list of current\* Premium Products.

<b>Premium Products*</b>	
Daily Universal Cookware	Microwave Pressure Cooker
Chef Series II Cookware	Universal Knives
Ultra Pro Ovenware	MicroPro Grill

\*As of January 2023

Please note: If your product is a premium product or limited-warranty-period product not listed here, its period of warranty coverage may have expired. Products whose warranty periods have expired\* and which are no longer eligible for warranty coverage include: Chef Series I Cookware

### **Premium Product Warranty Exclusions**

Please note the following exclusions to warranty coverage for Premium Products.

#### **DAILY UNIVERSAL COOKWARE AND CHEF SERIES II HARD-ANODIZED ALUMINUM COOKWARE WARRANTY EXCLUSIONS:**

The following situations are excluded from warranty coverage for the Daily Universal Cookware and Chef Series II Hard-Anodized Aluminum Cookware:

- Minor imperfections, surface markings as a result of shipping, and slight color variations
- Breakage of glass covers
- Damage attributable to misuse and abuse, accidents or alterations to the products
- Damages resulting from overheating, use of aerosol cooking sprays, improper cleaning, dishwasher cleaning, use of caustic or other non-approved cleaners
- White marks on the stainless steel bases
- Holes in the bottom/pitting corrosion caused by salt
- Blue-brown marks on the stainless steel bases
- Rust
- Scratches
- Damage or scratch to non-stick coating
- Damage to non-stick coating caused by storage
- Browning or loss of coating / peeling
- Mineral deposits
- Any other damage which does not impair the functionality of the product

The following actions will invalidate your Daily Universal Cookware and/or Chef Series II Hard-Anodized Aluminum Cookware warranty:

- Using non-stick cookware on high heat for an extended period of time.
- Using aerosol cooking spray.
- Washing non-stick cookware in the dishwasher.
- Using metal utensils on any non-stick surface.
- Using scouring pads, steel wool, abrasive cleaners or bleach.

**ULTRA PRO OVENWARE WARRANTY EXCLUSIONS:**

The following situations are excluded from warranty coverage for the Ultra Pro Ovenware:

- Breakage due to dropping or impact
- Heat distortion
- Heat-caused blistering
- Cuts or scratches
- Indentions caused by contact from kitchen preparation tools

**MICROWAVE PRESSURE COOKER WARRANTY EXCLUSIONS:**

The silicone parts of our Microwave Pressure Cooker are excluded from the Limited Lifetime Warranty.

**UNIVERSAL KNIVES WARRANTY EXCLUSIONS:**

The following situations are excluded from warranty coverage for the Universal Knives:

- Heat damage
- Black marks at knife (rust)
- Blunt blade
- Broken blade (without dark stains)
- Cracking
- Breaking of the knife point
- Warping of the blade edge

**MICROPRO GRILL® WARRANTY EXCLUSIONS:**

The following situations are excluded from warranty coverage for the The MicroPro® Grill:

- Minor imperfections
- Surface markings as a result of shipping
- Slight color variations
- Damage attributable to misuse and abuse, accidents or alterations to the products
- Damage arising from overheating, use of aerosol cooking sprays, improper cleaning, dishwasher cleaning, use of caustic or other non-approved cleaners
- Any other damage which does not impair the functionality of the product.

The following actions will invalidate your MicroPro® Grill warranty:

- Using the product under high heat for an extended period of time.
- Using aerosol cooking spray.
- Washing in the dishwasher.
- Using metal utensils on any non-stick surface.
- Using scouring pads, steel wool, abrasive cleaners or bleach.

### **ALL WARRANTIES: EXCLUSIONS**

Please note the following exclusions to warranties for all products.

#### *Stains*

Food stains and discoloration do not affect the performance of the product and are not covered under Tupperware warranties.

#### *Scratches*

Warranty does not cover scratches that happen under normal product use.

#### *Cuts or Chewing*

Cuts by knives or other sharp objects including chewing are not covered by warranty.

#### *Microwave Damage*

Damage to a microwave-safe product that is caused by microwaving of foods high in sugar or fat should not affect the performance of the product so are not covered by warranty.

#### *Melting*

If products touch a burner on the stove, a heating element in the dishwasher or other extremely hot objects, the heat can melt the product. Melting is not covered by warranty.

#### *Warping*

Before September 1979, products were not manufactured to be dishwasher safe and warping due to dishwashers prior to this period are not covered by warranty.

#### *Certain Damages to Silicone Bags (where available)*

Note that the following situations are excluded from warranty coverage for the Silicone Bags:

- Traces of carbonization left through the use of high temperatures such as a grill;
- Dark marks resulting from burning substances such as fat or chocolate; and
- Stickiness, which is normal on silicone and does not affect the performance of the product.

End of Policy.

## **WARRANTY FAQ**

### **Why can't I call Customer Care to have my warranty pieces replaced over the phone?**

Our online warranty processing system is being updated. At this time, we do not have a timeframe for when it will be available. Your current options are to contact your independent Tupperware® consultant, or follow the above steps to send your warranty claim to our Warranty Team.

### **If I ship my pieces to Tupperware, do I have to pay for shipping replacements back to me?**

No, Tupperware will cover the shipping cost to ship replacement pieces to you.

### **Can I get a mailing label to send my pieces?**

Shipping costs related to returning products for warranty claim review are the responsibility of the customer. We do not provide mailing labels.

### **How long will it take for me to receive my replacements back?**

Currently, our processing time is 10-12 weeks plus shipping timeframe.

### **How will I be informed on the status of my warranty replacement?**

Please call us at 1-800-887-7379 or email us at [NACustomerCare@Tupperware.com](mailto:NACustomerCare@Tupperware.com) to request a status