

Product Warranty Support

All Tupperware brand products are covered under a warranty. Although we are most known for our Limited Lifetime Warranty, not all products are covered under this particular warranty. Warranty information is included in each catalog and it reads as follows:

Limited Lifetime Warranty

“Tupperware® brand products are warranted by Tupperware against chipping, cracking, breaking or peeling under normal non-commercial use for the lifetime of the product. Call your Tupperware Consultant or Director for free replacement. If, due to unavailability, actual product replacement cannot be made, comparable product replacement will be made, or credit toward future purchases of Tupperware® brand products will be given. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Warranty replacement items or parts will be subject to shipping and handling charges.”

Quality Warranty

“Products in this catalog marked with the **Q** symbol are warranted to be free of manufacturing defects for one year. If you receive a product you believe to be defective, please return it within one year of purchase to your Tupperware Consultant or Director for a free replacement. If, due to unavailability, actual product replacement cannot be made, we will credit the full purchase price amount toward future purchases of Tupperware® brand products. Warranty replacement parts or items will be subject to shipping and handling charges.”

30-day Warranty





“Products designated with the **G** symbol are warranted to be free of manufacturing defects for 30 days. This warranty does not include chipping or breakage of glass or china items due to dropping. If you receive a product you believe to be defective, please return it to your Consultant or Director within 30 days of purchase for a free replacement. If, due to unavailability, actual product replacement cannot be made, we will credit the full purchase price amount toward future purchases of Tupperware® brand products. Warranty replacement items or parts will be subject to shipping and handling charges.”

Consumer Warranty Support Guidelines — Limited Lifetime

Determining if Warranty Applies

Examine the product to see if the warranty scenarios apply.

- Most Tupperware products are covered by the **Limited Lifetime Warranty**, and therefore most requests fall under this category. Any product covered by the **Limited Lifetime Warranty** can be replaced if the product is:

<p>◆ Chipped (occurs along edges of product)</p> 	<p>◆ Broken (produces a hole in the product)</p> 
<p>◆ Cracked (can be large or tiny, like this crazing)</p> 	<p>◆ Peeling (occurs mainly in older products)</p> 

- ◆ Warped (if made after 1979 and warped due to the dishwasher)



- These photos are featured in a larger format and in one sheet, on your Sales Force website under: My Business > Products, Catalogs > Warranty Program.
- A consultant cannot replace any items that have been used commercially (which includes: purchases by restaurants, schools cafeterias and other similar enterprises), or that have been damaged due to incorrect use or care of the product. In these cases, the customer must **purchase** a replacement. Examples include:

- ◆ Cutting/Chewing (the warranty does not cover cuts by knives or other sharp objects, or damage from chewing.)



- ◆ Scratching (products can scratch under normal use, but the warranty does not cover scratching.)



- ◆ Stains (food stains and discoloration are not covered under the warranty.)



- ◆ Microwave Damage (foods with high sugar or fat content can cause this kind of damage when microwaved.)



- ◆ Warping (products made before 1979 were not dishwasher safe. If washed in the dishwasher, they could warp.)



- ◆ Melting (if a product touches the dishwasher element, stove top burner, or any extremely hot metal objects, the heat can melt the product.)



- These photos are featured in a larger format and in one sheet, on your Sales Force website under: My Business > Products, Catalogs > Warranty Program.

Determining Part Number

- To determine the exact part that needs replacing, look at the **Mold Number** on the product. With the mold number, you can search for a replacement part in various different ways.
- Search the Parts Replacement Catalog online under My Business > Products, Catalogs > Parts Replacement Catalog, Index. The mold number will come up, next to the item description. In the example below, the description is "5" INSTANT SEAL/NATURAL," the mold number is 812 and the part to order is 2935. Use CTRL + F, then, key in the Mold Number and then hit the Enter key to locate the part.

2935	812	5" INSTANT SEAL/NATURAL	1.05	2.10
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- Use the Item Search feature in My Sales located in the Navigation Menu by clicking on Search > Item Search. Then, key in the Mold Number in the Mold Number field, click on the Search button to execute your search.
- You can also look up Mold number by cell phone, using the Tupperware Text Messaging Service, if you have signed up for this Service and have Text Messaging capabilities, or you can look it up using the Item Search in My Sales.

Ordering the Part

- Enter the part into your order in My Sales. Be sure to select the Item Type of **9-Warranty**, then enter the item number, quantity and select the "Verify" button at the bottom of the screen to see the item description.

Item Entry								
To add a new item, select the Item Type, type the item # in the Item field and type the quantity in the Qty field. To delete an existing item, click the "Del" check box to the left of the item and press the Verify or Next buttons.								
Del	Item Type	Item	Description	Qty	Cost	Cost Total	Retail Price	Retail Total
<input type="checkbox"/>	9- Warranty	2935	5"INSTANT SEAL/WHITE	1	.00	.00	.00	.00

- Although the replacement product is free, there will be shipping charges. If there are only Warranty items on the order, you will be charged the minimum shipping fee, otherwise, the shipping charge will be based on the Retail Value of the order.
- As the reminder shows after you submit your order in My Sales, it is important to keep all warranty items for 30 days after you submit the order.

Warranty/Obsolete Item	
<p>For Quality Purposes we request that you hold all warranty/obsolete items for 30 days from the date you submit this order. We may request that you send your warranty/obsolete items in for further review within that time frame.</p> <p>To acknowledge this message and continue submitting your order click Ok. To edit your order click Edit.</p>	
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> OK </div>	

Tupperware regularly requests to inspect these items for several reasons, but the two most important are:

1. Provide items back to our quality team for future versions of the product.
2. Be sure we are maintaining the integrity of the program.

Giving Obsolete Credit if the Part is Not Available

As part of our Limited Lifetime Warranty, customers have the option to receive credit toward the purchase of Tupperware® products if an actual or comparable product is not available for warranty replacement. You will know that a product is obsolete if it shows up as the image below, with “OBS” instead of item number in the far left column.

OBS	891	SALAD FORK	1.15
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If a comparable product is not available, you can process OBS Credit in My Sales.

Obsolete Credit in My Sales

Sales Force Members can request Obsolete Credit using My Sales. When customers turn in obsolete items, the Consultant can enter the credit value for the obsolete item on the Item Entry page using the Item Type of **10-Obsolete Item**.

Steps to process OBS Credit in My Sales

1. Open a **Party** or **Non-Party** Order (*NOT a Sales Aid or Fundraiser Order*).
2. Create a **Customer** or **Host Order** (*NOT a Consultant Order*).
3. On the Item Entry page, choose **10-Obsolete Items** from the **Item Type** drop-down list.
4. Enter the **Mold Number** (*the numbers before the dash*) in the **Item Number** field.
5. Enter the quantity for that obsolete item in the **Qty** field.

Item Entry								
To add a new item, select the Item Type, type the item # in the Item field and type the quantity in the Qty field. To delete an existing item, click the "Del" check box to the left of the item and press the Verify or Next buttons.								
Del	Item Type	Item	Description	Qty	Cost	Cost Total	Retail Price	Retail Total
<input type="checkbox"/>	10-Obsolete Items	0891	OBSOLETE-Salad Fork	1	-.86	-.86	-1.15	-1.15

6. Enter the Retail Items Types (Class 1, 2, 8, or 88) that the customer wants to purchase with the OBS credit.

Note: Find the Item Type Codes Chart in pg. 5.

Item Entry								
To add a new item, select the Item Type, type the item # in the Item field and type the quantity in the Qty field. To delete an existing item, click the "Del" check box to the left of the item and press the Verify or Next buttons.								
Del	Item Type	Item	Description	Qty	Cost	Cost Total	Retail Price	Retail Total
<input type="checkbox"/>	10-Obsolete Items	0891	OBSOLETE-Salad Fork	1	-.86	-.86	-1.15	-1.15
<input type="checkbox"/>	1- Regular	0472	MICROWAVE CEREAL BOWLS	1	15.37	15.37	20.50	20.50

If at any time a red message appears when you select “verify,” the credit value is too high and you will not be able to submit credit. The error will look like this:

Del	Item Type	Item	Description	Qty	Cost	Cost Total	Retail Price	Retail Total
<input type="checkbox"/>	10-Obsolete Items	0218	<= Incorrect item - see Error Section	200	-.75	-150.00	-1.00	-200.00

The top of your My Sales screen will give you a message that looks like the below message. You will need to fill out a short form and call Customer Care for more instructions. To locate the OBS Credit request form online, go to **Products, Catalog > Warranty Program**.

Error Section

Following Error(s) occurred in Item Line Information:

WOE-1002: Please submit your Obsolete Credit request to Customer Care using the Warranty Credit Request Form: 10-0218

Party Ref#	Description	Party Date
4001369769	Test	07/28/2011

Notes about OBS Credit in My Sales

- OBS credit can only be entered on a Non-Party or Party, Customer or Host order. OBS credit cannot be entered on a Consultant order or Fundraisers or Sales Aids orders.
- When processing OBS credit for a product that is no longer available, you should provide credit for each piece of the product.
- The total of retail items being purchased with the OBS Credit must exceed the amount of the OBS Credit. All OBS Credit must be used at the time the order is placed; there cannot be any OBS Credit remaining.
- You will not get sales credit for items purchased with OBS Credit because it is considered a warranty OBS replacement and there is no sales credit for warranty OBS replacements. As a result, when entering OBS Credit in My Sales, the OBS Credit amount is deducted from the retail amount ordered and sales credit on anything above OBS amount will be given.
- As the reminder shows, after you submit your order in My Sales, it is important to keep all warranty/obsolete items for 30 days after submitting the order.

Item Types

Code	Item Type	Description	My Sales Item Format
01	Regular	Default item type. Used for current, regular priced items in the Regular Catalog.	XXXX
02	Parts	Used when purchasing product components found in the Parts Catalog.	2XXXX
05	Samples	Used by sales people to purchase product samples. These items are listed on the Samples List found on the sales force website.	5XXXX
07	Sales Aids	These are business supplies, available to sales people only. Refer to the Sales Aids List on your Sales Force website.	7XXXX
08	Sales Specials	Class 8 items are sale items. These are usually found on monthly brochures and on short-term promotions flyers found on your Sales Force website.	8XXXX
88	Purchase w/ Purchase	These are a particular type of sale item. PWP sale items include specific requirements for purchase. These are also found on monthly brochures and on short-term promotions flyers found on your Sales Force website.	88XXXX
09	Warranty	The Warranty item type applies only to My Sales and indicates that the product is a warranty replacement. This type can be applied to Regular (Class 1) or Parts (Class 2) item numbers. Warranty replacements are available at no cost except shipping.	XXXX

Consumer Quality Warranty Guidelines — Q Products

Determining if Warranty Applies

If the product has cracked, chipped, broken, or peeling within the year under normal usage of the product, the product is covered under the Quality Warranty. You can determine whether the product is current within the year if the product, in the color that the customer has, is something that has been in our full line catalog in the past year and the customer states that the product was bought within a year.

Ordering the Product in My Sales

Most products covered by the Quality Warranty can be ordered with the item number in the full line catalog and selecting the Item Type 9-Warranty in My Sales, at no cost. Although the replacement product is free, there will be shipping charge. If there are only Warranty items on the order, you will be charged the minimum shipping fee, otherwise, the shipping charge will be based on the retail value of the order. As the reminder shows after you submit your order in My Sales, it is important to keep all warranty items for 30 days after submitting the order.

Consumer 30-day Warranty Support Guidelines: G Products

Determining if Product is Covered and Processing Warranty

If a customer returns an item to you that was ordered through My Sales within 30 days, that they believe has manufacturing defects, please call Customer Care to have a replacement shipped. Remember to keep the item for 30 days.

Consumer Warranty Support Guidelines: Chef Series & Universal Knives

The Chef Series product line consists of exceptionally high quality cookware and knives. All Chef Series products are covered under the Limited Lifetime Warranty. However, there are various stipulations to the warranty that apply to the cookware only.

- Warranty for glass cookware covers does not include breakage due to dropping.
- The Teflon Nonstick Coating within the cookware products have a 10-year Limited Warranty, not lifetime.
 - The limited warranty specifically excludes damage due to misuse, accidents, or alterations to the product and any damage which does not impair the functionality of the product.

These products are high-priced items and due to this the warranty replacement process is different from the process used for other products. Chef Series products under warranty must be sent to Tupperware for evaluation before a replacement will be sent to the customer.

Steps for Chef Series Products

1. Inform the customer that a replacement will be sent if the product is available, otherwise he/she will receive an E-Gift Certificate for the credit value of the product towards future purchase of Tupperware® brand products. Chef Series items that do not fall under the warranty guidelines will not be mailed back.
2. Advise the customer to mail the products at their expense with tracking information and their contact information (including email) in the box.

US
248 Tupperware Rd
Hemingway, SC 29554

Canada
3464 Francis Hughes
Laval, Quebec H7L-5A9

3. Once the factory receives the product and is determined that the product is under warranty,
 - a. A replacement will be shipped at no cost if the product is available.
 - b. An E-Gift Certificate will be e-mailed if the product is not available.