

Product Care & Warranty

Assurance

We believe our product should be used and enjoyed, so to give you extra piece of mind, we back it up with our Assurance program:

Royal Doulton Australia will replace, through our authorised retailers, at no cost to the consumer, any registered item of Royal Doulton, Royal Albert, Royal Crown Derby, Rosenthal or kate spade tableware or stemware which chips, breaks or is faulty within two years from the date of purchase*

In addition, Royal Doulton cutlery has a 50 year replacement warranty on workmanship.

We will also notify consumers, who have registered, if their tableware, stemware or cutlery pattern is being retired.

***Terms & Conditions**

- Customers must register for assurance within 3 months from the date of purchase.
- If it is not possible to maintain the pattern availability for the warranty period we will advise consumers of arrangements to be made to complete their collection.
- Assurance is only offered on current tableware, stemware and cutlery patterns.
- Replacements are offered only for chipping and accidental breakages which occur during normal home use and do not extend to any other items other than the broken article, even if it forms part of a set.
- Assurance is conditional on the consumer following guidelines outlined in the 'Product Care' section

Product Care

Tableware

Using

- Pieces must not be dropped or struck against hard or sharp surfaces, or struck with hard or sharp objects.
- Pieces must not be subjected to extreme changes in temperature.
- Plates and serving dishes can be warmed before use in an oven at a temperature of no more than 100°C.
- Pieces must not be placed directly on a hot stove element or flame.
- Tableware with a gold or platinum trim must not be used in a microwave.
- Fine bone china should not be used for cooking purposes.

- Always warm a teapot or coffeepot first by filling it with hot tap water prior to pouring in boiling water. Avoid standing on cold surfaces such as stainless steel sinks.
- 'Casual' tableware pieces taken from a freezer or refrigerator must be allowed to return to room temperature before being placed in an oven.

Washing

- When washing by hand avoid the use of scouring pads or abrasive cleansers. Clean with a soft cloth. Most stains can be removed by soaking the item in warm water before washing. Very stubborn stains can be removed by soaking in a mild bleach solution for up to one hour. When leaving a teapot or coffee pot to dry, always stand the right way up.
- All your china can be washed in a dishwasher at a maximum temperature of 65°C using a liquid dishwasher detergent or Finish Powerball.

Storing

- When storing plates, try not to slide them over one another as this may cause scratches on the glaze. The surface of tableware is hard, however, the front of one plate can be scratched by the back of another so care should be taken when stacking and we recommend a paper napkin is placed between each plate.
- Cups should not be stacked when stored as this may weaken the handles.

Crystal

- Care should be taken to avoid glasses bumping together when carrying or washing up.
- It is best to keep crystal out of the dishwasher or it may become cloudy. Wash by hand in warm soapy water, avoiding the use of scouring pads or abrasive washing agents.
- No good glass should be immersed suddenly in very hot water or very cold water or have very hot or cold liquids poured in to them.
- Store your crystal carefully, standing the right way up and not on the rims of the glasses.
- Red wine can cause stains on decanters. These can usually be removed by putting a teaspoon of rice or tea leaves in to the decanter with detergent and warm water and swilling around gently.
- Stoppers for decanters are made specifically for each decanter. However, if the stopper becomes stuck, the neck of the decanter should be warmed by wrapping in a hot, wet cloth and then gently pulling on the stopper.

Cutlery

Royal Doulton cutlery is made from 18/10 stainless steel, which is a high-quality, long-lasting metal. It is stain and acid resistant, but is not totally stain proof. The cutlery can be damaged if care is not taken to protect it from everyday corrosive elements. There are a few simple recommendations to keep your cutlery looking at its best:

- Clean and dry your cutlery as soon as possible after use. Do not leave it in water to soak, or let it stand in the dishwasher overnight. Mineral salts in the water can attack the metal and cause stains,
- Do not leave food adhering to the cutlery for long periods prior to cleaning. Acids found in food residue are surprisingly corrosive, and if left for long periods will attack the metal causing pits and stains.
- Do not use any abrasive cleaners to remove food residue. Scouring with an abrasive pad will leave tiny scratches in the surface of the metal, which will reduce the shine. If the cutlery is washed promptly after use it is not necessary to use abrasive detergents or scourers.
- Do not use cutlery as cooking implements. High direct heat can damage the surface of the metal leaving discoloured marks. Do not broil meat using cutlery, or rest pieces on a hot surface, such as a stove top.
- If washing in a dishwasher, we advise that you take the pieces out as soon as the cycle is finished and wipe dry with a soft cloth before putting away.
- If minor watermarks and stains appear on your cutlery from time to time, you can polish them off with a stainless steel cleaner. Ensure you follow manufacturer's instructions.
- Never use a silver cleaner to polish stainless steel cutlery.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.