

# Tupperware Warranty

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# Product Warranty

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## Tupperware Warranty

Tupperware products are guaranteed against chipping, cracking under normal non commercial use.

- ▶ Manufacturing quality issues like Warping, Stress cracking, peeling, splitting, and any specific functional issues in normal non- commercial use are covered by life time guarantee.
- ▶ All the Tupperware products which are not under “Q “guarantee comes under life time guarantee.
- ▶ Any exceptions to the above will clearly be intimated at the time of sale

## Not covered under Warranty ?

- ▶ Product handling and usage issues like Scratching, Staining, Melting on exposure to hot plate or excess temp, Burning, Blistering due to high temp in microwave application , Impact damage by knocking/ hitting by hard objects , rusting, Insect bite / dust mite – microorganisms present in the dust, not seen by naked eye etc.
- ▶ Breakage of products like Melamine , plastic products due to mishandling / or accidental drop on floor
- ▶ Decorative printing, Scale printing, Bags, straps, pouches etc are not covered by Life time guarantee .
- ▶ Any product or part damaged and not covered by our guarantee may be purchased individually

# Product Warranty

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The TUPPERWARE warranty applies when:

- The product has a manufacturing defect
- The packaged product reaches you broken (original packaging)
- The product cracks ( seals and hinged products) when the customer is using it for its intended purpose (with no clear signs of impact)
- The product peels during normal use

The TUPPERWARE warranty does not apply when:

- The product is stained by natural pigments (tomato sauce, spices, or other colored sausages, vegetable soups, carrots and beetroot)
- The product has been burnt by any heat source
- The product is poorly cleaned or has been ruined by incorrect use
- The product has been deliberately destroyed (hammer, knife, axe, etc.) in a bid to obtain a replacement .
- Breakage of products - due to mishandling / or accidental drop on floor
- The product graduations or markings have been worn away by systematic washing in the dishwasher or use of an abrasive powder or sponge
- The product or lid have been deformed by heat
- The product has been nibbled, ruined by an animal.

# Product Warranty

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## Quality Guarantee- “Q” Guarantee.

A few Tupperware products are under “Q “Guarantee. As these products are not intended for life time use they do not carry the life time guarantee. How ever they are all still guaranteed by Tupperware to be free of manufacturing defects and will be replaced, if defective, completely free of charge, provided they are returned with your order receipt immediately

▶ Current products under this category are Vegetable peeler, Ice cream scoop, Lunch bags and Kit bags, Water dispenser Tap, Spice shaker stand etc.

▶ Products with “ Q “ guarantee will be clearly indicated at the time of sale, through catalog, leaflet or flier

# Product Warranty

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## Replacement tenure

- Tupperware Plastics product - Life time
- Melamine -3 Years
- Thermal Drinking device – 3 years
- Micro grill /Fry pan non-stick coating - 3 years
- Cookware /Chef series/Inspire series/Universal Series -5 years
- Smart chopper - Blade Q warranty, Plastic part – Life time , Chopping mechanism – 2 years\*
- Q warranty - Ex: Vegetable Peeler Blade, Ice-cream Scoop, Lunch and Kit Bags, Dispenser Tap, Gaskets, blades etc.

\*INR 200 to be charged for handling charges

# Tupperware Warranty Platform

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- Most common pictograms on Tupperware products and their meaning



Suitable for Food Contact



Microwaveable product



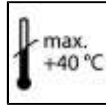
Avoid contact with knife or sharp objects



Can be cleaned using Auto Dishwasher



Oven baking (no Grill)



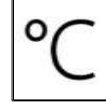
Max temperature resistance +40 °C



Clean by Hand



Not for grill oven



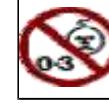
Recommended temperature



For freezer use



Not to be used on open flame



Not for children under 3 years

# Tupperware Warranty in Leaflets

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- **Use and Care**



- **Tips**



- **Information**



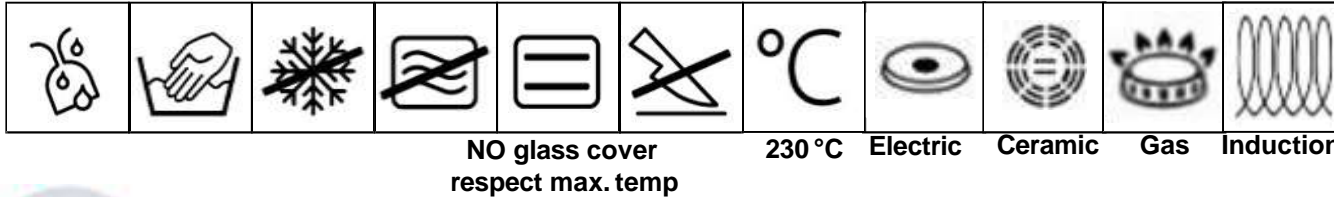
# No Replacement

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- the product is stained  
(due to food, such as tomato sauce, carrots, curry etc.)
- the product is poorly cleaned  
(for example: sticky, stains, mould, rust, smell)
- incorrect usage of product can burn or char it,  
whatever source of energy has been used
- due to high temperature the product or the seal is warped or  
deformed  
(possibly by wrong placing in the dishwasher)
- due to incorrect usage the product is broken or cracked  
(dropped or impact)
- through external factors the product is damaged over time  
has become worn  
(for example: due to knives, cutlery, metal spatula, etc.)
- The product scale or markings have been rubbed off /  
abraded due to  
abrasive powder, detergent or sponge
- the product has been nibbled, ruined by an animal



# Cookware



 **No replacement/no warranty:**

- 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
- non-stick coating is damaged /scratch
- non-stick coating is damaged caused by storing
- brown or loss of coating / peeling
- deposits



**Use and Care:**



- exceeding the recommended 230 °C may discolour the body exterior to a yellow colour. This can be removed with stainless steel cleaner
- to protect the high quality non-stick coating please take care not to use sharp edges utensils and avoid abrasive cleaner as this will damage the non-stick coating
- exceeding the recommended 230 °C will cause the non-stick coating to discolor. Repeated overheating may damage non-stick coating
- to avoid scratches use only plastic or wood kitchen tools
- When boiling salted water in the Cookware, always add the salt to the water when it is already warm, making sure to disperse the salt evenly in the water. This way any pitting of the Cookware can be avoided

## Cookware



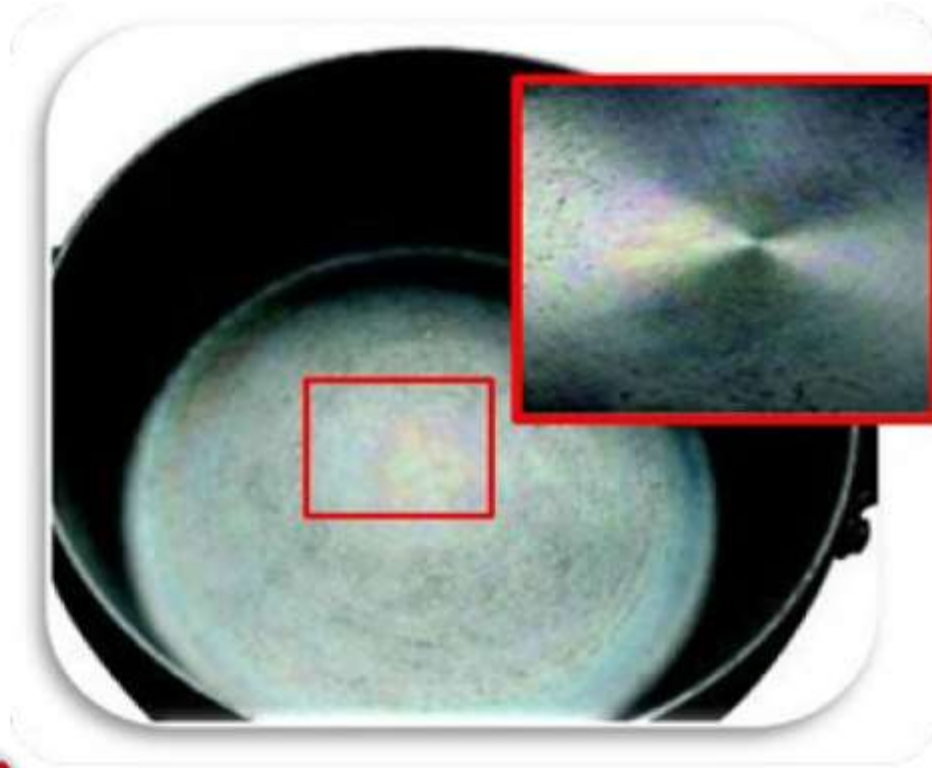
White spots or white marks appearing on the all stainless steel base of Chef series are generally salt or cooking stains

Stained  
(e.g. lime/salt)



Comments : To avoid this type of stain, always put cooking salt into boiling water (rather than cold)  
To remove these marks, use detergent designed for stainless steel, lemon juice or vinegar.

## Cookware



Overheated

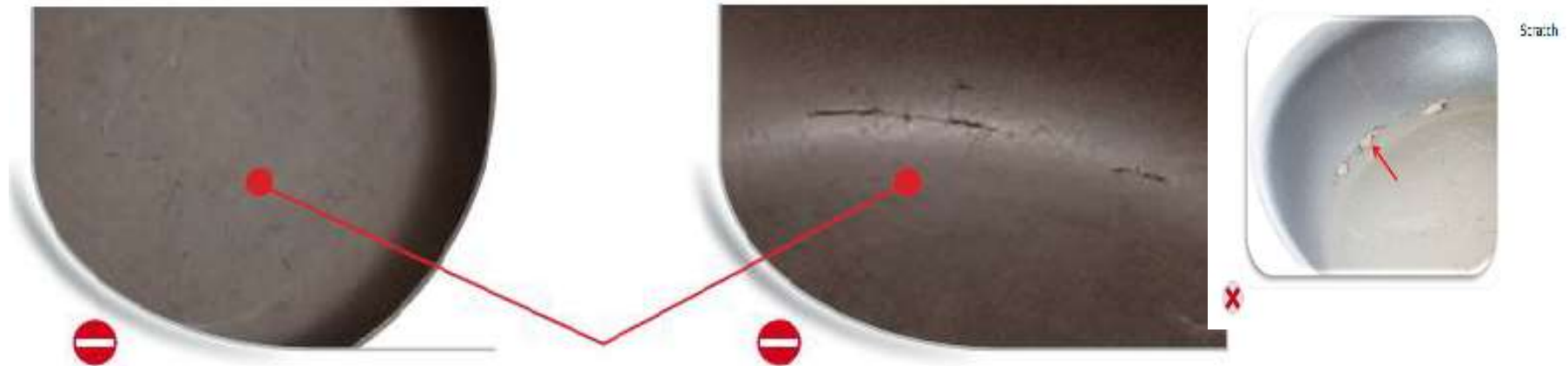


**Blue marks and /or rainbow coloured marks appearing on all the stainless steel base of Chef Series are generally linked to overheating, mainly food cooked in water**

Comments : To remove these marks ,use detergent designed for stainless steel ,lemon juice or vinegar.

## Cookware

- Scratches, scrapes and /or scores on the Teflon coating are linked to incorrect product use (Use of metal utensils, sharp utensils or abrasive sponges etc. misuse and due to intentional damage)
- Scratches due to handling and during cleaning



Comments : We recommend the use of Tupperware (metal free) utensils or wooden utensils .Use a gentle sponge and washing –up detergent to clean Chef series

# Cookware



Heat damage



## Cookware

### Less colour/Sign of stacking

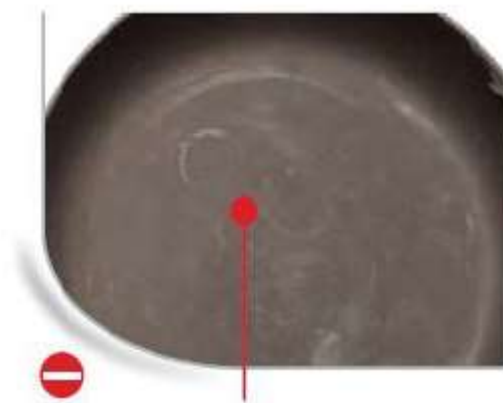
- Less colour in Teflon coating



Teflon coating has lightened ,becoming brown. This is linked to too high temperatures

Comments : We recommend not exceeding a cooking temperature of 230deg. C for the elements of the Chef series featuring a teflon coating. Never leave Chef series empty on a heat source. Never allow to heat empty.

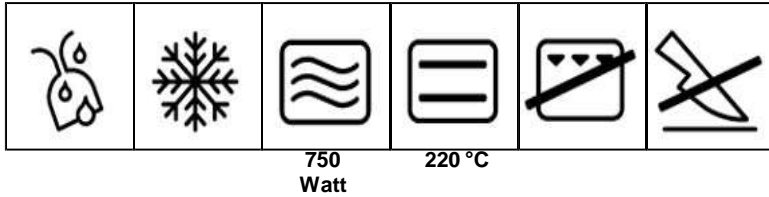
- Signs of stacking on the Teflon coating



These types of marks on the teflon coating are linked to poor arrangement of the product (pressure, crushing, stacking etc.)

Comments : When arranging and stacking ,we recommend protecting the teflon coating by placing a clothe between each item.

# Silicone Forms



## No replacement/no warranty:

- tear / cut / hole  
(e.g. “well done testing“ with toothpick)
- sticky
- traces of carbonization through high temperature or grill
- dark marks  
(burnt fat or chocolate)
- porous



## Use and Care:

- before use: wash by hand in cold water, rinse in cold water and dry with a clean cloth
- In general no need to grease silicone forms  
grease silicone forms only while using low fat dough, such as biscuit
- if product is stained, soak immediately in hot salted water



## Silicone Forms



Crack



# Silicone Forms

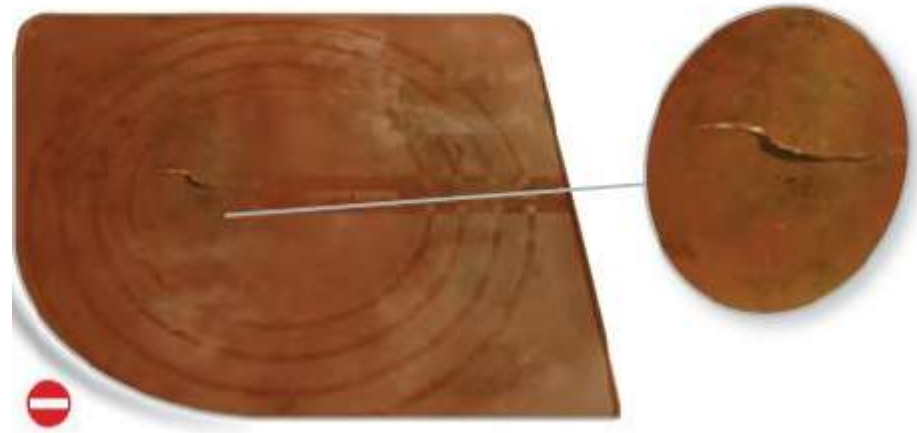


Cut

## Silicone Forms

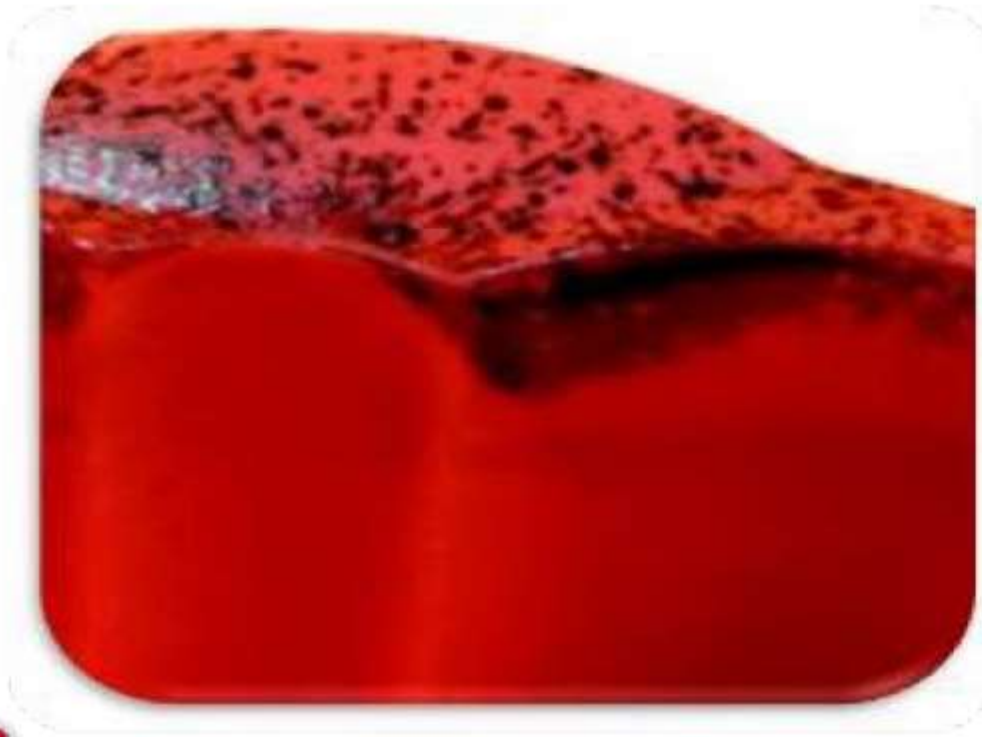
## Cracks and traces of carbonization

- Black marks on products



Comments: The product has been exposed too high temperatures.

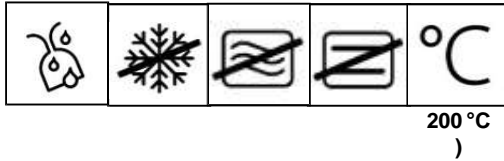
# Silicone Forms



Heat damage



# Kitchen Tools



## No replacement/no warranty:

- cuts (silicone spatula)
- heat damage
- silicone spatula broken
- staining (beater stirrer)
- smell (silicone baking brush)
- sticky (dirt or fat)



## Use and Care:

- do not leave kitchen tools in hot pots and pans or in hot fat
- beware of sharp edges, blades or knives
- Silicone Spatula: wash by hand in cold water, rinse in cold water and dry with a clean cloth
- if product is stained, soak immediately in hot salted water

# Kitchen Tools



Cuts

# Kitchen Tools



Cuts



# Kitchen Tools



Heat damage





# Kitchen Tools



Heat damage



# Kitchen Tools



Heat damage



# Kitchen Tools



Breakage -

# Kitchen Tools



Breakage



# Kitchen Tools



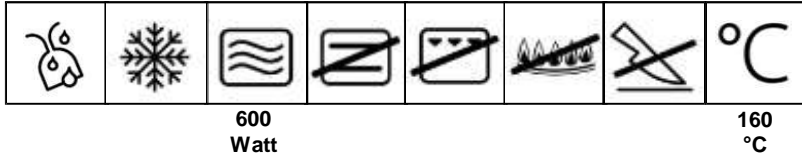
Breakage

# Kitchen Tools



Breakage

# Heat N Serve



## No replacement/no warranty:

- burnt container/deformed by heat
- overheating: highly deformed lid with or without white marks associated with overheating
- breakage due to dropping or impact
- cut/scratch



## Use and Care:

- reheat at middle temperature (ca. 500 watt)
- do not use grill
- do not use food with high fat- or sugar content, because it could exceed 160 °C
- Heat N Serve: for cleaning pull the silicone vent carefully from the lid

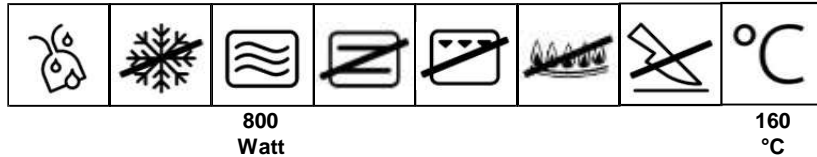
# Heat N Serve



Crack caused by dropping or impact



# Micro Gourmet



## No replacement/no warranty:

- heat damage  
(e.g. blisters on the lid – too close to magnetron more than 30 minutes in the microwave or more than 800 watt)
- water container with little blisters due to overheating (without water/not enough water)
- cuts/scratches
- staining
- discoloration
- breakage due to dropping or impact



## Use and Care:

- use max. 800 watt only
- keep minimum distance of 5 cm between product and microwave oven
- Use ruler or cook book of MicroGourmet to measure required microwave oven size
- Do not exceed heating more than 30 minutes
- Fill watercontainer with 400 ml water, never forget to fill water!
- Do not add oil or anything else to water

# Micro Gourmet



Heat damage



# Micro Gourmet



Heat damage

# Micro Gourmet



Heat damage



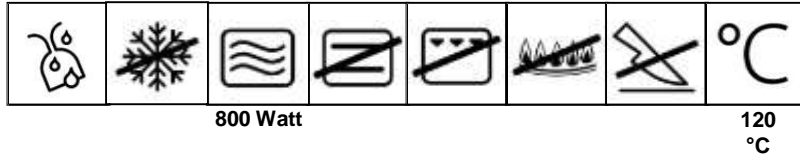
# Micro Gourmet



Breakage



# Rice - / Pasta-Maker



## No replacement/no warranty:

- hole in the container/violently destroyed
- crack / breakage due to dropping or impact
- heat damage and deformation
- little blisters due to heat/burned
- cuts/scratch



## Use and Care:

- cooking time and water level varies between the limits indicated on product and should be adjusted according to grain type, microwave power setting and food consistency
- do not add any fat or oil to water or use liquid with fat content
- wash rice before cooking

# Rice - / Pasta-Maker



Heat damage



# Rice - / Pasta-Maker

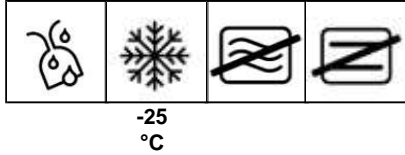


Breakage





# Freezer



## No replacement/no warranty:

- breakage due to dropping or impact
- heat damage
- staining
- cuts
- sticky

## Use and Care:

- we recommend always rinsing the containers in cold water immediately after use to help prevent strong food smells or stains.
- staining will not affect the performance of the product and is not covered by the Tupperware Warranty.
- keep frozen containers at room temperature for a few minutes or rinse with cold water before you open
- do not fill with hot food

Freezer



Breakage

**Tupperware®**

# Freezer



Heat distortion



# Freezer

Staining

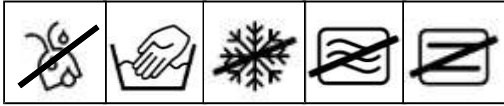


# Freezer

- Crack due to misuse and due to unintentional damage
- Scratches due to handling and during cleaning



# Table Collection – Clear n Pure



## No replacement/no warranty:

- breakage due to dropping or impact
- heat damage
- signs of usage of abrasive cleaners
- fat marks and white marks



## Use and Care:

- essential oils, spices and citric acid can harm the material
- boiling liquid can harm the material
- **recommendation:** hand wash product with soft sponge and mild detergent

➤ Table Collection – Clear n Pure



Cracks with heat damage (marks of overheating)



## Table-Collection/ Clear n Pure



Breakage due to dropping or impact





## Table-Collection/ Clear n Pure

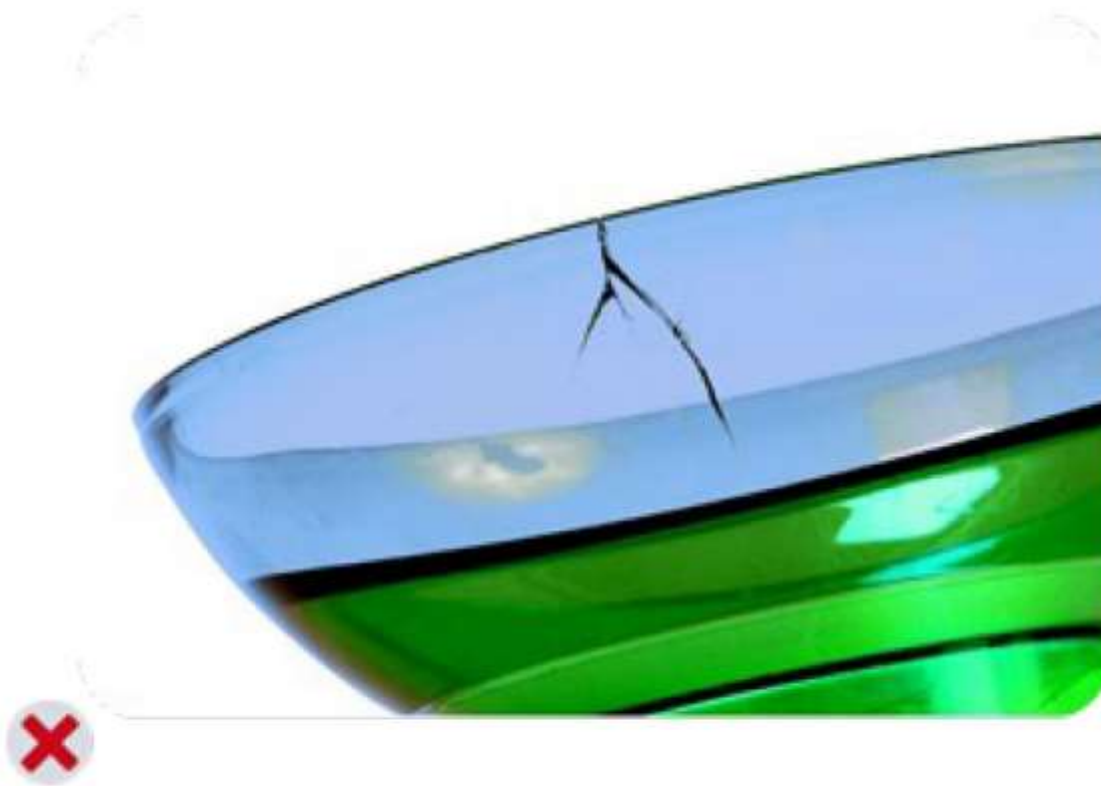
Breakage



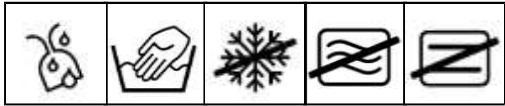
**Tupperware®**

## Table-Collection/ Clear n Pure

Breakage



# Chef



blades  
cover with  
gear or pull  
mechanism,  
grater,  
anti skid ring



## No replacement/no warranty:

- rust at blade (used)
- dents in blade (used)
- blunt blade
- broken blade
- breakage due to dropping or impact
- cord broken with sign of incorrect usage
- marks from cord on edge of cover
- mould inside lid
- abrasion due to incorrect assembly of grater (Cheese Mill)



## Use and Care:

- blades must not be used to crush ice
- pull cord horizontally
- remove blade protection before usage
- to ensure best performance, fill to the max. fill line
- position blade first before you fill food
- avoid big pieces of food
- do not put pull mechanism and blades in dishwasher
- dismount pull mechanism from cover bottom for cleaning

# HERB CHOPPER

Cord broken with sign of incorrect usage



Indentations in the lid and broken pull cord



# HERB CHOPPER

## Breakages/Scratches

- Crack due to misuse and due to intentional damage
- Scratches due to handling and during cleaning

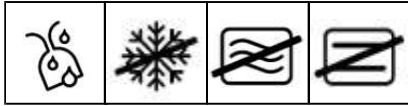


## Blade breakages or blunt/Thread breakages

- Blade breakage due to misuse (overload). Blade getting blunt in normal usage



# Bottles



## No replacement/no warranty:

- heat damaged
- damaged due to freezing
- staining
- crack spout mouth  
(with distinctive signs of bites)
- leaking with carbonated soft drinks
- deposits (e.g. milk, juice)
- sign of wrong usage (like scratches)
- Foul odor due to incorrect usage



## Use and Care:

- not intended for storing hot beverages, carbonated drinks or drinks with pulp
- can not be used in a freezer
- specific liquids with spices, tomatoes or carrots can cause staining
- with a mixture from water and baking powder you can clean bottles very easy
- do not use your teeth to open the drinking cap
- keep bottles always open when not in use
- use soft brush for cleaning
- Renew your drinks on a regular basis

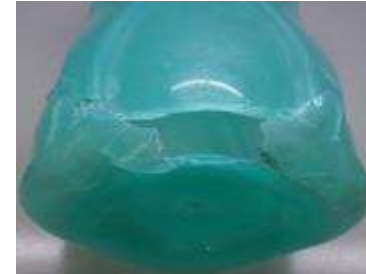
# Bottles



Crack with distinctive signs of bite marks



- Accidental breakage - breakage due to misuse, due to mishandling
- Breakage happened due to external impact-hitting, intentional damage to get replacement





# Bottles

## Fungus, Scaling, Smell

- Fungus, dirt, scale formation inside the bottle /neck due to improper cleaning
- Foul smell or any other odor due to improper cleaning



- Scratches on surface due to handling / scrubbing surface with sharp scrubbers during cleaning



EDD TOP CAP

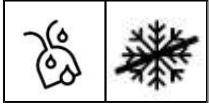


## BOTTLE CAPS –NORMAL , EDD SCREW COVER

- Damages, Breakages, Teeth bite due to misuse
- Intentional damages to get replacement



# Insulated Servers



## No replacement/no warranty at:

- signs of wrong usage (like scratches)
- heat damage
- deposits
- staining



## Use and Care:

- do not use abrasive or sharp utensils, as they may damage the inner surface of the containers
- always rinse the container in cold water immediately after use to help prevent strong food smells or stains
- all components are dishwasher safe, first separate the bowls and cover
- do not use in freezer



## Saving tip for energy:

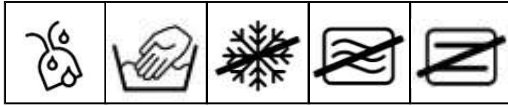
Use low temperature program for dishwasher to save energy and to protect the environment.

# Insulated Servers



Heat damage

# Kitchen Tools with Metals



## No replacement/no warranty:

- breakage
- rust on the blade
- blade broken
- dents in blade
- blunt
- broken wire (egg slicer, whisk)
- breakage on the spiral of metal or on the attachment (corkscrew)
- distortion on the spiral of metal (corkscrew)
- damaged coating / alienated



## Use and Care:

- we strongly recommend that you wash the shears by hand and dry immediately and carefully
- do not use blades as a can opener, bottle opener or screwdriver
- the Ergonomic Poultry Shears blades should be professionally sharpened when necessary
- do not leave the ice cream scoop in ice cream or sorbet for a long time
- do not use the Ergologics™ Can Guru for cans with diameter bigger than 11cm

## Kitchen Tools with Metals



Broken





# Kitchen Tools with Metals



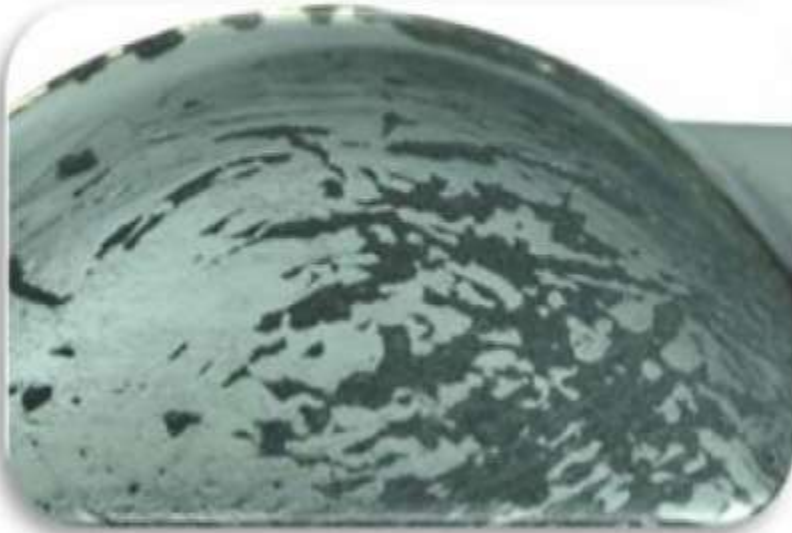
Rust



## Kitchen Tools with Metals



Damaged coating or alienated



## Kitchen Tools with Metals



Damaged coating or alienated



# Kitchen Tools with Metals



Teared wire

## Kitchen Tools with Metals



Teared wire



# Knives & Cutlery



## No replacement/no warranty:

- black marks at knife (rust)
- blunt blade
- broken blade (without dark stains)
- crack
- knife point broken
- blade edge is warped
- staining on handle (expressions cutlery)
- heat damage
- whetstone worn out (stone pins, sharp star)



## Use and Care:

- possible spots on blade can be easily removed or cleaned with stainless steel cleaner
- do not cut on a porcelain or metal cutting board (blunts the blade)
- do not cut leather, wood, frozen foods or bones
- after each usage, we strongly recommend that you immediately clean the knives by hand in hot soapy water and dry thoroughly before storing
- thanks to the sheath the cutting edge of the knife is protected when stored in the drawer with other utensils
- the serrated blades on the serrated utility and bread knives should be professionally sharpened when necessary.

# Knives & Cutlery

Heat damage



# Knives & Cutlery



Broken blade without dark stains in site of fracture





# Knives & Cutlery



Broken blade without dark stains in site of fracture



Cuts / stained



# Tuppertherm-Pitcher/Thermo-Tup



## No replacement/no warranty:

- spout is cut or broken
- white marks caused by impact
- glass liner is broken due to being dropping or impact
- O-ring porous
- liquid flow is inconsistent when pouring (through uncleanliness) Tip: disassemble for cleaning
- cover with deposits sticks and does not open well
- screw cover threaded incorrectly or cover was incorrectly assembled or mounted
- ladle broken or metal filter damaged (milk foamer)



## Use and Care:

- push button on cover and let water flow through valve to clean and rinse
- it is important to preheat by filling with hot (not boiling) water, or precool with cold water for cold drinks to reduce risk of breakage of the glass liner

# Tuppertherm-Pitcher/Thermo-Tup



Breakage due to dropping



# Flask, Thermos & Thermal food Jar

## Damages/Dents on Body & Breakages

- Damages/dents on surface due to accidental drop/hit – which affects the vacuum insulation. Breakages on cover – plastic part due to accidental drop

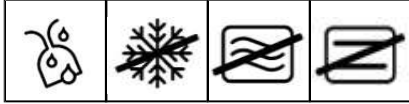


## Scratches/ coating Peeling off /Printing peel off

- Damages/peel off exterior coating



# Storage



## No replacement/no warranty:

- breakage
- heat damage
- cuts
- signs of damage (due to pest infestation)



## Use and Care:

- Space Savers ideal for longer-term storage
- Space Makers ideal for daily usage
- Space Makers can be combined with Space Savers
- please hand wash silicone spring of Space Makers
- do not use in freezer

# Storage



# Storage



Breakage

## Storage



Signs of bites / pest Infestation





# Storage

# Cracks/Damages





## Storage

## Stickiness/White powder due to dust mites

- Stickiness in usage
- White powdering due to dust mite attack



## Storage

## Breakages/Damages

- Breakages due to misuse ,accidental and intentional damage
- Damages due to sharp utensils, contact to hot surface

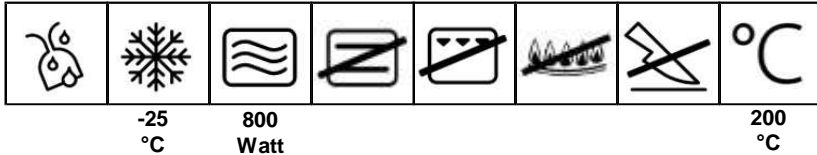


- Colour stains ,Colour fading
- Scratches due to handling and during cleaning





# Micro Plus



## No replacement/no warranty:

- breakage
- heat damage
- deposits in the container/melted
- little blisters caused by heat/burnt
- burnt food caused by overheating
- cuts/scratches
- crack caused by dropping or impact



## Use and Care:

- for gently cooking 600/650 watt is enough
- do not use metal utensils
- do not use grill

# Micro Plus



Heat damage





# Micro Plus



Breakage



# Micro Plus



Breakage due to dropping or impact





Stained / deposits

# CondensControl



Condens  
Control™  
filter

chill  
pack



CondensControl™  
filter only dishwasher  
resistant with this sign




## No replacement/no warranty at:

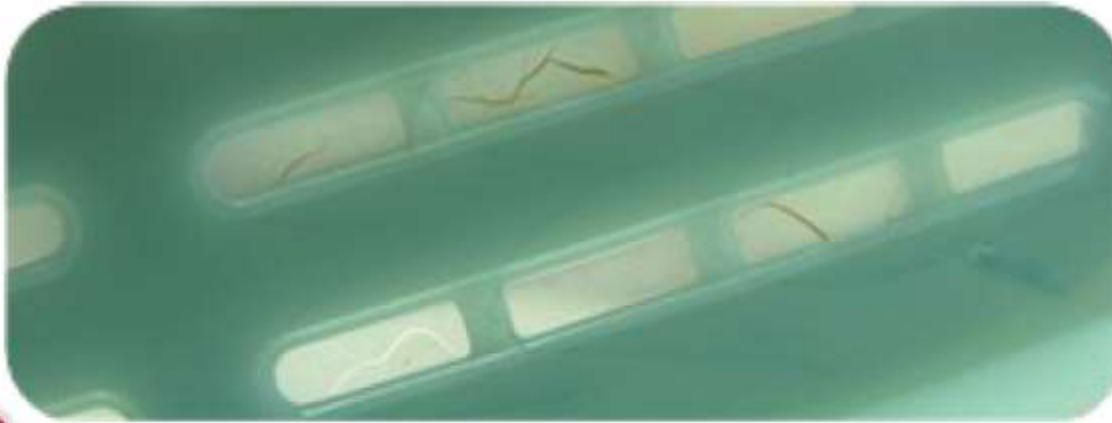
- breakage due to dropping or impact
- heat damage
- cuts
- sticky
- brown marks in the foil
- foil damaged / pierced
- UV radiation damage
- mould



## Use and Care:

- do not damage the foil CondensControl™ with sharp utensils
- do not remove the foil of the CondensControl™ cover. This is not a protective foil.
- handwash CondensControl™ Filter, do not dishwash if not marked with 
- do not expose the foil to ultraviolet radiation (sunlight)

# CondensControl



Foil damaged



# CondensControl



Mould (look for information)



Mould spores have to be removed from container completely! You may use high proof alcohol to clean (e.g. Isopropanol). Dishwashing only is not enough.

# CondensControl



Breakage

# CondensControl



Breakage





# CondensControl



Cut / stained

## Others



### No replacement/no warranty:

- heat damage
- breakage due to dropping or impact
- cuts
- deposits
- sticky
- signs of bites
- signs of usage
- distorted
- label or print wears off
- mould
- staining



### Use and Care:

- Take off cover of Sweet Box for cleaning carefully
- Take off with both hands while gently pushing on hinge

## Others



Cracked hinges due to incorrect usage

## Others



Cracked hinges due to incorrect usage



## Others



Cracked hinges due to incorrect usage

## Manufacturing defects/Functional Issue/Peeling

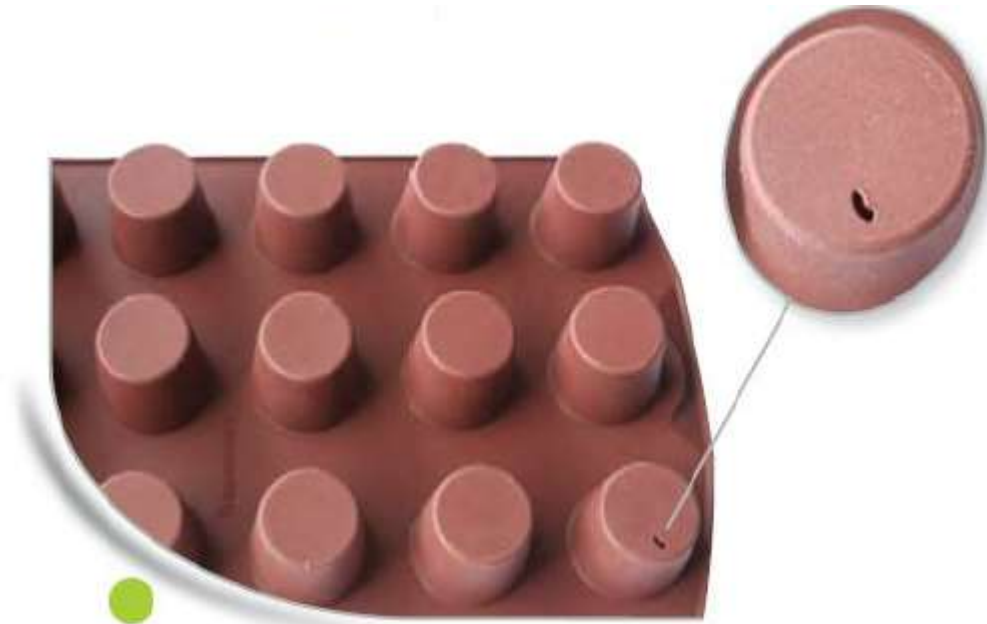


Comments : Teflon coating is peeling on the perimeter and /or around the rivets during the first 3 years following purchase.

## Cracks with no trace of thermal deterioration



- No black marks on the product
- No clear sign of incorrect usage



These products withstand temperatures ranging from -25deg. C to + 220deg. C

## Manufacturing defects/Crack



- All Poly Carbonate-Any manufacturing defects. Cracks due to internal stress
- Eleganzia (2 colour) Cracks in normal usage conditions(no clear sign of impact ,with no traces of microwave usage)





## Manufacturing defects/Crack

- Any manufacturing defects
- Cracks in normal usage conditions(no clear sign of impact)



## Manufacturing defects/Crack

- Any manufacturing defects
- Cracks in normal usage conditions(no clear sign of impact)



## Manufacturing defects/Cracks

- Cracking wedge at container bottom in normal usage(no clear sign of impact)



## Herb Chopper – 2 years warranty



In case of functional issue with in 2 years – cover unit will be replaced with handling charge - INR -200

# Manufacturing Defects



## Peeling/Delamination

- Layer peel off /delamination in normal usage



## Trunion crack– EDD Cap

- Trunion fitting rib crack in normal usage



## Manufacturing defects/White spot due to dust mite at the time of receipt

- White spot due to dust mite on fresh seal at the time of purchase
- Any manufacturing defects





# Manufacturing defects/White spot due to dust mite at the time of receipt

- Any manufacturing defects



## Peeling/Crack in normal usage

- Peeling at center with no scratches or white mark
- Crack in normal usage with no signs of intentional damage



## Hinge crack / Trunion fitting rib crack

- Hinge ,Trunion , Trunion fitting rib damages /Cracks in normal usage conditions(no clear sign of impact)

