



## Lifetime Warranty and Registration Form

The Creative lifetime warranty demonstrates the quality of our manufacturing process, providing confidence in the durability of our product in all hospitality environments. The warranty provides reassurance and a lifetime of peace of mind for you and your customers.

The warranty is valid for a lifetime of the products, with all items covered, full product details are listed within the Creative brochure or online at [www.creative.co.com](http://www.creative.co.com). To be eligible for the Creative Lifetime Policy the attached registration document must be returned within 60 days from the date of the original invoiced order. Terms and Conditions apply. The Creative Lifetime Policy is an essential element of our commitment to outstanding customer service and represents our confidence in our quality manufacturing process.

- Innovative and Unique Designs
- Covid Safe
- Sustainably Sourced
- Lifetime Warranty
- Matt and Gloss finishes
- Reusable and multifunctional



# Terms and Conditions

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1. **Lifetime Warranty Period of Cover:** This lifetime warranty applies the lifetime of the product from the date of the original invoiced order. The warranty is available to the original customer at the location specified on the warranty registration form and will cover the range(s) and item(s) supplied as part of the original order and subsequent replenishment orders as recognised under the terms of this warranty.
2. **Warranty Applications:** A. This warranty covers all non-user error breakages). All product collections are currently covered by this warranty. Creative will replace all broken products used from the date of the original invoiced order “in normal food service use,” which includes refrigeration, serving, washing and storage. The warranty does not extend to other types of breakage and the validity of the warranty claim is at the sole discretion of Creative Retail Display. This warranty applies to relevant products purchased and identified as part of the original invoiced order and subsequent replenishment orders recognised under the terms of the warranty and issued during the warranty period. Replenishment orders will be subject to the terms of the original agreement only warranted for the period of cover remaining.
3. **Registration:** This warranty is only applicable if the customer completes the warranty registration form within 60 days from the date of the original invoiced order. If this registration is not completed, any claims under this warranty will be considered invalid. Once a warranty is registered, a unique numbered copy of the warranty registration document will then be returned to the customer to keep on file.
4. **How to make a claim:** Any claim pieces must be retained by the customer and returned to Creative Retail Display for independent inspection. Information about the claim must be supplied and the venue where the damage occurred should be made available for inspection by Creative or its representative. Claims are only valid when made by the original customer at the location stated in the original registration. Contact Creative customer services on +44 (0) 203 617 6970 to make a claim under this warranty. The unique registration document number must be quoted for the warranty to apply. If in the opinion of Creative this claim is valid, Creative will forward a replacement within 4-6 weeks. Creative will pay the associated carriage/shipping charges.

# Registration Form

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Customer Name:

Contact:

Business Registration Number VAT:

Business Sector:

Address:

Postcode:

Telephone Number:

Email Address:

Date of Purchase:

Products Purchased:

Distributor Name:

Distributor Contact:

Distributor Address:

Distributor Postcode:

Distributor Telephone Number:

Distributor Email Address:

Value of Invoice:

Distributor Invoice Number:

Distributor Invoice Date:

Terms and Conditions:

**By clicking here you are accepting the terms and conditions listed**

Alternatively, you can fill out the form below and send it back to us at [sales@creative.co.com](mailto:sales@creative.co.com)