

Warranty and Returns

Limited Warranty

Elite Global Solutions agrees to extend a **limited two year warranty** against breakage on all products.

All Elite Global Solutions melamine must be handled as any other quality dinnerware and serveware.

Chipping and scratching are not included in this warranty and are considered regular wear and tear to our product over time.

Damage to our product from **serrated knives** or other forms of cutlery are **not included in this warranty**.

Deterioration to our product from **chlorine or bleach-based chemical exposure is not included in this warranty**.

Oven and microwave damage are not included in this warranty.

Products returned to Elite Global Solutions because of damage will be inspected before any credit or replacement products are offered.

Cast aluminum products must be hand washed. Our cast aluminum products carry a **limited two-year warranty** as long as the products are not subjected to machine washing.

Return Policy

Authorization must be obtained from Elite Global Solutions **prior** to any return.

No return will be accepted without proper written authorization from Elite Global Solutions.

Authorized returns must be shipped **prepaid by the buyer**. Elite Global Solutions is not responsible for any freight charges on returned items.

All **returned items** must be **unused** and in their **original packaging** and subject to a **20% restocking fee**. Once the product is received in **good condition** and the return is approved, a **credit memo** will be issued for the purchase price less any applicable fees.

On any return, Elite Global Solutions customer service department **must be notified within 30 days** from the original shipment.

No returns accepted after 30 days. No cash refunds will be issued.

The Return Merchandise Authorization (**RMA**) will expire if goods are not returned within **30 days** of issuance of the **RMA**.

Special orders, including ordering over regular stock quantities, and custom items, may not be returned under any circumstances.