

# **WARRANTY PROGRAM**

## **WARRANTY DIRECTIONS**

1. Is it Warranted, why?
2. Is it a part or a whole product?
3. Find the mold number?
4. Find the number or name of product in the catalogue  
Use the item number found to order another or if it's labeled OBS – it means it's obsolete and not currently available
5. If product is OBS, suggest an alternative.
6. If no alternative, offer customer credit to use to get something else

## **WHAT DO YOU DO WITH THE WARRANTY**

- Use a permanent marker, make a big X on the bottom of the container
- Write the customer's name and the date on each piece for future reference
- Keep the Tupperware for a minimum of 30 days, then dispose of it
- Tupperware has the option of requesting the broken pieces at any time from you