

WOE Warranty or Obsolete (OBS)

Limited Lifetime Warranty:

Tupperware™ products are guaranteed by Tupperware against chipping, cracking, breaking or peeling under normal non-commercial use for the lifetime of the product. If, due to unavailability, actual product replacement cannot be made, comparable product replacement will be made, or credit towards your purchase of Tupperware™ products will be given.

Enhanced Quality Guarantee:

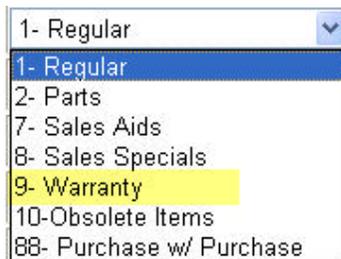
Products designated with the Ⓞ symbol are guaranteed to be free of manufacturing defects. If, due to unavailability, actual product replacement cannot be made, we will credit the full purchase price amount towards a purchase of Tupperware™ brand products.

Warranty Replacement in My Sales

As part of the Tupperware Limited Lifetime Warranty, customers can have items replaced with actual or comparable product. If replacing with a comparable product instead of actual product you may need to replace both seal and base, please see your current parts book for details.

Warranty Replacement for a Party or Non-Party Order

During your Customer or Host Item Entry, you will notice the **New** Item Type in your drop down Item Type Box "9- Warranty"



Steps to process Warranty items in My Sales

1. Open a **Party** or **Non-Party** Order.
2. Create a **Customer** or **Host Order**.
3. On the Item Entry page, choose **9-Warranty** from the **Item Type** drop-down list.
4. Type in the **Item Number** (from your current parts book) in the **Item #** field. (If you are unable to find the Item #, simply use your Item Search button)
5. Type in the quantity for that warranty item in the **Qty** field.

Notes about Warranty Replacement in My Sales

- Shipping and Handling Fee of \$3.95 will still be applicable for Customers with Warranty Returns **ONLY**

Obsolete Credit in My Sales

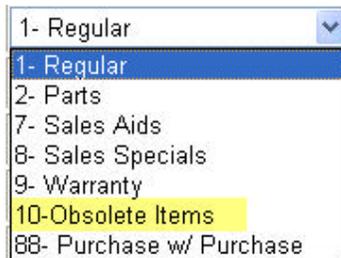
As part of the Tupperware Limited Lifetime Warranty, customers have the option to receive credit towards the purchase of Tupperware products **if an actual or comparable product is not available for warranty replacement.**

Sales Force Members can request Obsolete Credit using the MY SALES. When customers turn in obsolete items, the Consultant can enter the mould # of the Obsolete product for the obsolete item on the Item Entry page using the Item Type of **10-Obsolete Item**.

Steps to process OBS Credit in My Sales

1. Open a **Party** or **Non-Party** Order.
2. Create a **Customer** or **Host Order** (NOT a Consultant Order).
3. On the Item Entry page, choose **10-Obsolete Items** from the **Item Type** drop-down list.
6. Type in the **Mould Number** (the numbers before the dash on the product) in the **Item #** field. (If you are unable to find the Item #, simply use your Item Search button)
7. Type in the quantity for that obsolete item in the **Qty** field
8. Enter the regular items that the customer wants to purchase with the OBS credit

(The credit value for that OBS Item will automatically populate upon verifying the items on the order)



Item Entry									
To add a new item, select the Item Type, type the item # in the Item field and type the quantity in the Qty field. To delete an existing item, click the "Del" check box to the left of the item and press the Verify or Next buttons.									
Del	Item Type	Item	Description	Qty	Cost	Cost Total	Retail Price	Retail Total	
<input type="checkbox"/>	10-Obsolete Items	0838	OBSOLETE-7" Servalient® bowl (seal #839)see #2511	1	-\$7.83	-\$7.83	-\$10.45	-\$10.45	
<input type="checkbox"/>	1- Regular	0420	FORGET ME NOT(TM) SET/RASPBERRY	1	\$10.08	\$10.08	\$15.50	\$15.50	
<input type="checkbox"/>	1- Regular								

Notes about OBS Credit in My Sales

- OBS Credit can only be entered on a Customer or Host order. OBS Credit cannot be entered on a Consultant order.
- The total of retail items being purchased with the OBS Credit must exceed the amount of the OBS Credit. **All OBS Credit must be used at the time the order is placed**; there cannot be any left over OBS Credit remaining.
- Entering OBS Credit in My Sales will reduce retail sales, party sales, and consultant cost by the amount of the OBS Credit. Sales Force Members will not get sales credit for items purchased with OBS Credit because it is considered a warranty replacement [no sales credit on warranty replacement].
 - Non-Party Customer orders which are over \$100 in retail purchased BUT OBS credits reduce the retail sales to under \$100 will have the minimum shipping fee of \$10 waived as not to penalize the consultant.
 - Shipping and Handling Fee of \$3.95 will still be applicable for Customers with OBS credits = to the purchase.

Ordering Limits in My Sales

OBS Credit in My Sales must be below the following limits to be valid.

- Maximum 14 OBS items totaling less than \$40.00 OBS credits per Customer Order
- Maximum 25 OBS items totaling less than \$100.00 OBS credits per Party or Non-Party

See the error messages section on how to request credits over the limits.

Replacement Process Exceptions

There are various products in which the warranty replacement process is different from the standard. The process for replacing these items is the same for all Sales Force Members.

Chef Series Products and Enhanced Quality Guarantee Products

This includes any item designated with a Ⓞ symbol in the catalogue, all Chef Series Knives, and any Chef Series Cookware. These products are usually high-dollar items and are not able to be processed in My Sales, the main purpose for the difference in how to replace them is to maintain the superior quality standard of Tupperware Products. Chef Series and Enhanced Quality Guarantee products under warranty must be sent to Customer Care for an evaluation before a replacement will be made.

Steps for Replacing Chef Series and Enhanced Quality Guarantee Products

1. Sales Force member must call Customer Care at 1-866-376-7513.
2. Customer Care will obtain information from the Sales Force member (name, mailing address, phone number, warranted item, reason for claim)
3. Customer care will mail Canada Post pre-paid shipping document to Sales Force member.
4. Upon receipt of Canada Post pre-paid shipping document, Sales Force member must properly package warranted item and submit for evaluation.
5. Customer care will evaluate warranted item and replace or return original item due to non-warranty claim (items that are returned to due non-warranty will be returned with a non-warranty claim form with explanation)

Ultra 21 Ovenware

Ultra 21 Ovenware is a product line of dishes, roasters and pans developed and sold by Tupperware in the 1980's. Ultra 21 items are able to be used in a conventional oven and are microwave reheatable as well.

Sales Force Members are able to offer their customers Obsolete Credit for Ultra 21 that falls under Warranty guidelines. The Sales Force Member gives the Customer credit toward the purchase of Tupperware and then processes the obsolete credit in My Sales when placing the Customer's order.

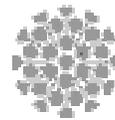
In some circumstances, if the credit value of the Obsolete Credit exceeds the value allowed in My Sales, the Sales Force Member will need to complete the steps above and submit to customer care for credit.

Important! The Oven Works line is **not** considered a comparable item. The materials used to make Oven Works are completely different from the materials used to make Ultra 21.

Warranty/OBS Credit Privileges in My Sales

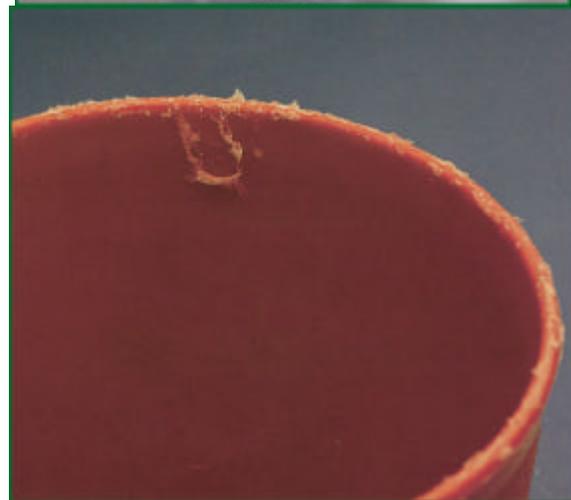
As a Tupperware Sales Force Member, Warranty and OBS claims through My Sales is a privilege. The Warranty and OBS claims, submitted through My Sales, is closely monitored by Customer Care who can place your privileges on hold due to high volume of warranty and excessive claims of OBS. At which time you may be contacted and asked to submit warranted and OBS items to customer care for evaluation. Please examine all warranty and OBS items thoroughly to ensure all warranted and OBS items fall within the Limited Lifetime Warranty. If the item does not fall within the Limited Lifetime Warranty, please return the item to your customer with a copy of the non-warranty return form available to you from your distributor.

Warranty Examples Covered Under Warranty

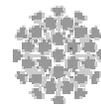


Tupperware®

Chipping, cracking, breaking or peeling
under normal **non-commercial** use.



NON-Warranty Examples Not Covered Under Warranty



Tupperware®

Here are some examples of damage
the warranty does not cover



Before Jan. 1980 products were not dishwasher safe. When washed in the dishwasher, they can warp.

After Jan. 1980 products are dishwasher safe and, if warped, should be replaced at no charge

My Sales Warranty & OBS Error Messages

Upon receiving any of the error messages below, please correct any errors you may have entered or contact customer care for further instructions.

During Customer Order Entry you may receive the following error messages to
A) The OBS credit you have requested exceeds the OBS value limit.

Item Entry

Error Section

Following Error(s) occurred in Item Line Information:

WOE-1002: Please submit your Obsolete Credit request to Customer Care using the Warranty Credit Request Form: 10-0838

B) The OBS quantity is higher than 14 Items or the OBS credit value is higher than customer retail purchases

Item Entry

Error Section

Following Error(s) occurred in Item Line Information:

WOE-1002: Please submit your Obsolete Credit request to Customer Care using the Warranty Credit Request Form: 10-0117

Upon submitting your party or non-party you may receive one of the following error messages due to the OBS value and/or item limit being exceeded.

Error Section

Following Error(s) occurred in :

WOE-1001: Please submit these Obsoletes through your Distributor for authorization.

