Coverage

Bon Chef, Inc. offers a one-year warranty on Tavola Dinnerware (Glacial, Artis, Fog, Amaretto, Venezia, Etna, Midnight, Lago, Eros, Harbour, Marea, Blush, and Coppa) against edge chipping under normal usage conditions from the date of the original order. Replenishment orders are subject to the terms of the original order. All chipping and/or breakage caused by abnormal or abusive use ("mishandling") is excluded from this warranty. Bon Chef, Inc. reserves the right to determine if the chipping is from normal use. Bon Chef will replace on a one-to-one basis all pieces that are found to be defective.

Exclusions

This warranty does not cover:

- Chipping or breakage caused by abnormal or abusive use (referred to as "mishandling")
- Damage resulting from improper storage, handling, or use inconsistent with Bon Chef's care instructions

Bon Chef, Inc. reserves the sole right to determine if chipping or breakage resulted from normal use.

Remedy

Bon Chef will replace, on a one-to-one basis, any dinnerware piece found to be defective under this warranty.

Claim Procedure

To make any Warranty claim with respect to Tavola Dinnerware, Owner must contact the Bon Chef customer service department for a return authorization number, and mail the Product postage prepaid, to Bon Chef for evaluation.

All claims must be submitted in writing and include:

- Item #
- Qty defective
- Images
- A copy of the dealer invoice

Claims should be sent to:

Bon Chef, Inc.
Attn: Claims Department
205 Route 94
Lafayette, NJ 07848

All claims must be submitted in writing with the defective items and a copy of the dealer invoice. Return freight is the responsibility of the customer. Replacements will be shipped prepaid freight.

Updated: 7/30/2026