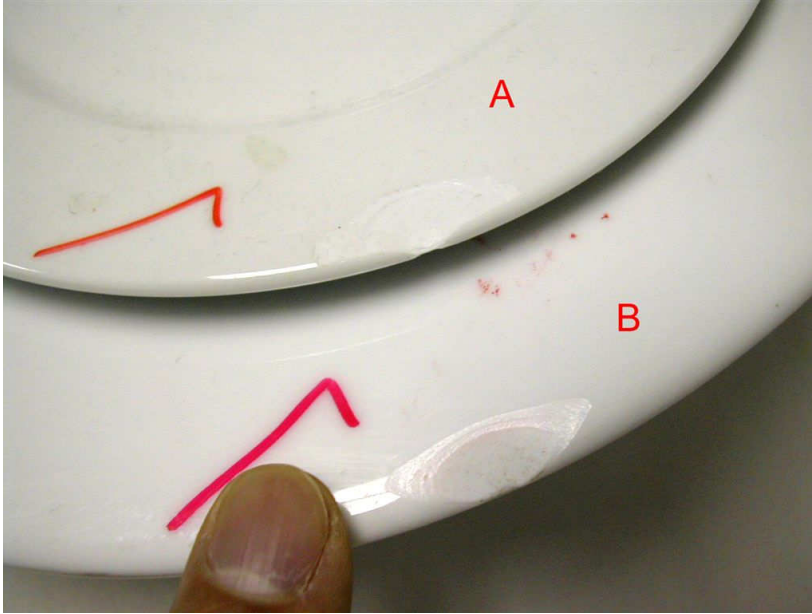


How to determine if china is chipped or broken due to rough handling?

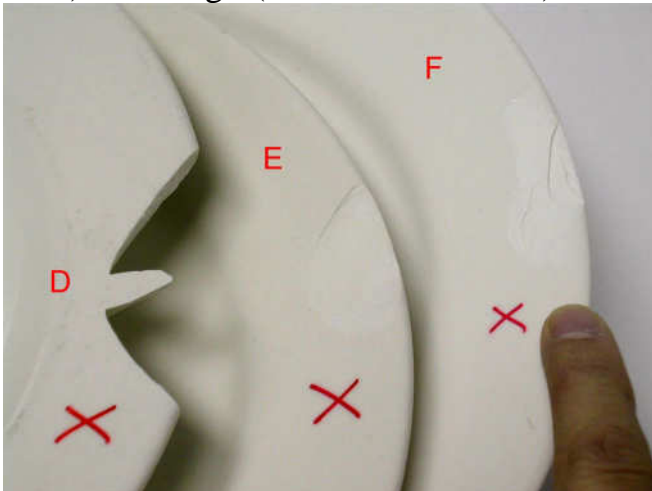
Following are explanations and pictures we took from the samples we've received from various customers:

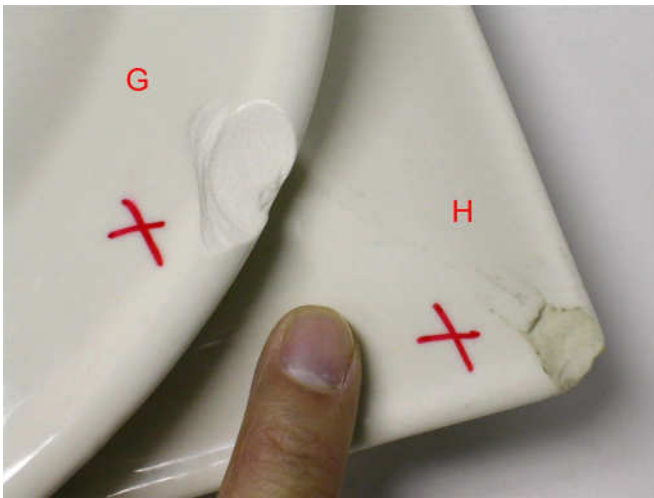
1) Chipping- (Picture A & B)



Usually the size of the chipped piece is like a finger nail; thin and small (see Picture A & B). When the part is hit by other china or hard subject, a slice of the piece will fly out easily. If it is the case, please fill the chip request form and send at least two pieces of the chip samples back to Tuxton for inspection. After the inspection is done, we will issue a result report.

2) Breakage-(Picture D.E.F.G.H)





Most of the breakages are damages on the edge of the china due to rough handling which are big and deep. The most common situation is the workers at the restaurants had held the china and bang the edge on a hard surface to get rid of the food that was sticking on it, this type of action will cause the china to be damaged or broken.

You can exam on the spot if the china is chipping. Just take two pieces of china and bang the edge against each other to test how hard and how much force you have to use to break the china. If it's very difficult to break and no small pieces are flying off, then it is not chipping.

If you are still not so sure if the China is chipping, please send samples back to Tuxton to do inspection. Sometimes the samples arrived in broken pieces due to UPS/FEDEX/DHL careless handling; we are professional and experienced and we will still able to do the inspection. However, please still try you best to pack the samples well so we will have good condition pieces for our inspection.

You can call Tuxton customer service to get chip request form or download the form from Tuxton web site. www.tuxton.com