



all cheforward™ products

- all products must be handled with care.
- displayware products have a one year limited warranty.
- product damage from non-recommended use (as noted in care instructions) is not included in this warranty.
- cheforward reserves the right to determine normal usage. this warranty does not apply to products that have been used outside the scope of normal use, or has been misused or abused in any way.
- any damaged products should be taken out of operational service immediately to avoid any operational liability.
- this warranty does not apply to products purchased for personal, family or household use, and the cherforward license does not offer a written warranty to purchasers for such use.
- **return policy:**

cheforward will replace any products returned and found to be defective with identical or equivalent pieces on a one-to-one basis. authorization must be obtained from cheforward prior to any return. no return will be accepted without a Return Merchandise Authorization (RMA). an RMA expires if products are not returned within 30 days of RMA issuance. notify cheforward within 60 days of original shipment; no returns will be accepted after this 60-day period. damaged goods are subject to cheforward inspection before issuing a credit or replacement. all returns must be shipped prepaid by the buyer. cheforward is not responsible for any shipping charges on returned items. all returned items must be unused, and returned in their original packaging. A copy of the original invoice must accompany all returns. all returned items are subject to a 25% restocking fee. special orders and custom orders are not eligible for return for credit.

melamine products



- two year warranty against breakage for melamine products.
- chipping and scratching is considered normal wear and tear, and is not included in this warranty.
- product damage from non-recommended use (per care instructions) is not included in this warranty, including:
 - using chlorine-based detergent, bleach, or harsh or abrasive scourers to clean.
 - using in the oven or microwave, or with heat lamps, conveyor belts, or plate warmers.
 - placing on/under a flame or grill.
 - heating food on melamine.
 - using above 85°C (185°F).
 - using with sharp or serrated knives.
 - striking melamine products with or on hard surfaces.
 - using melamine products if damaged or chipped – immediately remove from operational use.



melamine care

to clean:

- melamine is dishwasher-safe, using non-chlorine-based detergents.
- be sure not to overload your dishwasher rack.
 - periodically pre-soak melamine products before dishwashing to prevent staining and maintain luster.
 - use high-quality pre-soaking detergent to remove hard food or stains.
 - clean as soon as possible after use to help avoid stains and protein build-up.
 - hand-wash silicone feet.
 - when hand-washing, use a woven, non-abrasive pad.

to remove stains:

- use an oxygen-releasing compound.

to sanitize:

- only use sanitizers developed for commercial use.

do not:

- use chlorine-based detergent, bleach, or harsh or abrasive scourers to clean.
- use in the oven or microwave.
- use with heat lamps, conveyor belts, or plate warmers.
- place on/under a flame or grill.
- heat food on melamine.
- use above 85°C (185°F).
- use with sharp or serrated knives.
- strike melamine products with or on hard surfaces.
- use melamine products if damaged or chipped – immediately remove from operational use.

