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# TUPPERWARE® US & CANADA WARRANTY POLICY

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As of April 2026

## Limited Warranty

We take great pride in the quality, design, and durability of our Tupperware® brand products. That's why most of our items are protected by the following warranty, a reflection of our brand's long-standing commitment to excellence.

We warrant that Tupperware® brand products are free from manufacturing defects when used under normal, non-commercial use during the Warranty Period applicable to the product. **The Warranty Period is ten years from the date of purchase unless otherwise marked in the applicable catalog, product literature or product description. For more information on the Warranty Period applicable to your product, see the "Warranty Period" section below.**

In the event of a product's failure to meet the foregoing warranty during the applicable Warranty Period, we will issue a voucher credit toward future purchases.

The warranty provided herein does not apply to damages arising from the exclusions set forth in the "Exclusions" section of this Policy.

The warranty set forth herein gives you specific legal rights, and you may also have other rights which vary from state to state. THESE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## Warranty Periods

You can identify the Warranty Period that applies to a product by noting the symbol that accompanies the product in the applicable catalog, product literature or product description. The Warranty Periods corresponding to the symbols are set forth below.

Letter or Symbol Mark Appearing in the Description of the Product	Warranty Period
No symbol	10 years from date of purchase
Q	One year from date of purchase.
G	Thirty days from date of purchase.

<b>P</b>	Limited Lifetime Warranty applies for the lifetime of the product.
<b>Z</b>	No Warranty Period - Products marked "Z" are sold without warranty and are not eligible for return, voucher credit or refund.

## WARRANTY EXCLUSIONS

### EXCLUSIONS FOR ALL PRODUCTS:

Product damages arising from any of the following situations are excluded from warranty coverage for all Tupperware® brand products:

- Damage attributable to misuse, abuse, accidents or alterations to the products.
- Chipping or breakage of glass or ceramic items due to dropping.
- Failure to use and/or care for products in accordance with all applicable instructions.
- Food stains and discoloration.
- Minor scratches and imperfections that may occur.
- Cuts made by knives or other sharp objects, including teeth when chewing.
- Damage to a microwave-safe product that is caused by microwaving of foods high in sugar or fat.
- Melting of a product from touching a stove burner, dishwasher heating element or other extremely hot object.
- Warping of a product when used in a dishwasher contrary to product instructions or label information.

### PRODUCT-SPECIFIC WARRANTY EXCLUSIONS:

#### *DAILY UNIVERSAL COOKWARE AND CHEF SERIES II HARD-ANODIZED ALUMINUM COOKWARE WARRANTY EXCLUSIONS:*

The following situations are excluded from warranty coverage for the Daily Universal Cookware and Chef Series II Hard-Anodized Aluminum Cookware:

- Minor imperfections, surface markings as a result of shipping, and slight color variations.
- Breakage of glass covers.
- Damages resulting from overheating, use of aerosol cooking sprays, improper cleaning, dishwasher cleaning, use of caustic or other non-approved cleaners.

- White marks on the stainless steel bases.
- Holes in the bottom/pitting corrosion caused by salt.
- Blue-brown marks on the stainless steel bases.
- Rust.
- Scratches.
- Damage, browning or peeling of, or scratch to coating, including non-stick coating.
- Mineral deposits.
- Any other damage which does not impair the functionality of the product.

The following actions will invalidate your Daily Universal Cookware and/or Chef Series II Hard-Anodized Aluminum Cookware warranty:

- Using non-stick cookware on high heat for an extended period of time.
- Using aerosol cooking spray.
- Washing non-stick cookware in the dishwasher.
- Using metal utensils on any non-stick surface.
- Using scouring pads, steel wool, abrasive cleaners or bleach.

### ***ULTRA PRO OVENWARE WARRANTY EXCLUSIONS:***

- Breakage due to dropping or impact.
- Heat distortion.
- Heat-caused blistering.
- Cuts or scratches.
- Indentions caused by contact from kitchen preparation tools.

### ***MICROWAVE PRESSURE COOKER WARRANTY EXCLUSIONS:***

The silicone parts of our Microwave Pressure Cooker are excluded from warranty coverage and are provided AS-IS, with no warranty whatsoever.

### ***UNIVERSAL KNIVES WARRANTY EXCLUSIONS:***

- Heat damage.
- Black marks at knife (rust).
- Blunt blade.
- Broken blade (without dark stains).
- Cracking.
- Breaking of the knife point.
- Warping of the blade edge.

## **MICROPRO GRILL® WARRANTY EXCLUSIONS:**

- Minor imperfections.
- Surface markings as a result of shipping.
- Slight color variations.
- Damage arising from overheating, use of aerosol cooking sprays, improper cleaning, dishwasher cleaning, use of caustic or other non-approved cleaners.
- Any other damage which does not impair the functionality of the product.

The following actions will invalidate your MicroPro® Grill warranty:

- Using the product under high heat for an extended period of time.
- Using aerosol cooking spray.
- Washing in the dishwasher.
- Using metal utensils on any non-stick surface.
- Using scouring pads, steel wool, abrasive cleaners or bleach.

## **TUPPERWARE VOILA™ GLASS EXCLUSIONS**

- Using in microwave with valve closed.
- Using in oven with microwave cover on and open.
- General oven usage without proper setup.
- Leakage from storing at an angle.
- Spillage when valve is open (can cause odor transfer or contamination).
- Spillage in microwave with cover on.
- Breakage or cracks due to impact, dropping, or improper use
- Pitting, burn marks, or staining on the lid or valve subassemblies
- Mold or residue in gasket grooves or valve assembly areas due to improper cleaning or drying
- Usage on stovetop, induction plate, or direct flame
- Distortion or warping of components due to misuse in high-heat settings or improper microwave configurations
- Cracks or chips from thermal shock (e.g. sudden temperature change from freezer to oven or vice versa)
- Discoloration or odor transfer due to improper storage (e.g. storing with valve open or using for highly pigmented or aromatic foods)

## **SILICONE BAG EXCLUSIONS:**

- Traces of carbonization left through the use of high temperatures such as a grill.
- Dark marks resulting from burning substances such as fat or chocolate.

- Stickiness, which is normal on silicone and does not affect the performance of the product.

## How to Submit a Warranty Claim

**Before initiating a claim, please ensure you have the following information available:**

- Photo of the damaged item
- Estimated purchase date
- Purchase location
- Mold number or item description
- Year of manufacture

**Once you have this information ready, you may submit your warranty claim using one of the following options:**

- **Through your Tupperware Consultant's Website:** Visit your Tupperware consultant's website to submit your claim.
- **Submit Directly on Tupperware.com:** Submit your warranty claim directly through our form at [Tupperware® Brand Warranty – Tupperware Brand](#).

**End of Warranty Policy.**

## Warranty FAQ

**1. When will the new Warranty Tool go live?**

The new Warranty Tool will go live on April 15, 2026.

**2. The brand previously offered a limited lifetime warranty on many products. What is the new standard warranty period?**

Products previously covered under a lifetime warranty will now transition to a 10-year warranty. The existing 30-day and 1-year warranty conditions will still apply.

**3. I purchased a product many years ago that was covered by a limited lifetime warranty. Similar products are now covered by a 10-year warranty period. Is my product still covered by a limited lifetime warranty?**

We will honor the limited lifetime warranty applicable to your product. Note that we reserve the right to require additional information to determine the warranty period applicable to your product.

**4. Will I receive a replacement product for my warranty claim?**

Warranty claims are currently remedied through a voucher issued by email, which can be used toward your next purchase. Direct product replacements are not currently being provided.

**5. When can I expect an update on my claim?**

You can expect your claim to be reviewed within 72 hours, and you will receive an update once a decision is made.

**6. Is proof of purchase required?**

No. Proof of purchase is not typically required but may be requested in special circumstances, such as when an ambiguity arises as to the applicable warranty period.

## 7. How can I submit a warranty claim?

Customers may choose the option that is most convenient for them:

- Through a Tupperware Independent Sales Consultant by visiting the consultant's website
- Directly by submitting the claim through the official online Tupperware® Warranty tool

## 8. Can I contact Customer Care to process my warranty claim?

No, the review process requires photos of the defective product and the entry of consumer information into our online warranty tool. This process cannot be completed over the phone.

## 9. Can I include more than one warranty claim in a single request on the online tool? You can submit multiple products for warranty review in a single online request in the tool. Note that you must provide photographic evidence of each and every product defect. You cannot use photographic evidence of one product's defect as a sample of the defect for other products you are claiming.

## 10. Will I receive confirmation after submitting a claim?

Yes. A confirmation notification will be sent through email.

## 11. What happens when a claim is approved?

You will receive an email with your voucher information.

## 12. I have my voucher code, but I cannot find my product.

While you will receive a voucher code, individual parts (such as containers or seals) are not available for purchase separately. The voucher must be used to purchase a complete item.

## 13. What happens when a claim is declined?

You will receive a separate email explaining the reason for the decline.

## 14. Can I combine vouchers?

Yes. Up to 5 vouchers per transaction.

## 15. Can I view my past claims?

No. Historical claims are not available in the online warranty tool.

## 16. Can I manage my profile in the online warranty tool?

No. Profile management is not offered in the online warranty tool.

## 17. What if I don't receive my voucher email?

Please check your spam/junk folder. If you still can't find it, contact support for assistance.

## 18. Can I transfer my voucher to someone else?

Vouchers are intended for personal use, but can be used on any purchase you place.

## 19. Can I use my voucher in the Back Office?

No. Vouchers can only be redeemed on Tupperware.com or your Personal Web Site (PWS) and are not supported in the Back Office.

## 20. Do I need to return or dispose of my product after my claim is reviewed?

We recommend you retain the product until your warranty claim is fully resolved.

## 21. Can I submit my claim from my mobile phone, or do I need a computer?

You can submit your claim using either your mobile device or a desktop. The mobile experience works seamlessly, allowing you to take and upload photos directly during the process.

## 22. Do all Tupperware products include a manufacturing date marking?

The manufacturing date (DOM) marking began being included on Tupperware products in 2004, and as of 2013, all Tupperware products feature a DOM marking.

## 23. My product doesn't have a manufacturing date—can I still submit a claim?

Yes. You can still proceed with your claim. Simply include clear photos and any available product details, and we will review your submission.

## 24. Will my customers be taken away from my Personal Website (PWS) when they use a voucher?

Under normal circumstances, your customers will remain connected to your Personal Website while redeeming their voucher, as long as their session stays active. This means you will continue to receive credit for their

purchase, just like any other order placed through your PWS. Note that there may be exceptional cases (such as when cookies or cache are cleared, or the session expires) where a redirect may occur.

**25. What image formats are supported in the online warranty tool?**

JPG, JPEG, and PNG.