



*RosenXthal*

AUSTRALIA CATALOGUE 2014





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VERSACE



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**VERSACE**



Rosenthal has an international reputation for  
uniting tradition and innovation.

Versace is masterful at uniting the historical and ultra modern to  
arrive at a truly timeless, yet totally contemporary, design.

In 1993 Rosenthal joined forces with Versace Italy under the motto  
“Rosenthal meets Versace” and created an upscale collection of  
tableware and gift items in the typical opulent  
and expressive Versace style.



Versace Iconic Heroes echoes the ancient designs and myths for which Versace has always had a special affiliation. Heroes of Greek antiquity feature on a striking orange-red background, complemented with royal blue and gold.

Made from	High quality porcelain	Packaging	Individually gift boxed
Made in	Germany	Assurance	2 year breakage replacement
Introduced	2013		



**Service Plate 33cm**  
5552 233 - \$439.00



**Plate 18cm**  
5552 048 - \$129.00



**Plate 10cm**  
5552 410 - \$89.95



**Beaker 390ml**  
5552 192 - \$169.00



**Teacup & Saucer 220ml**  
5552 062 - \$449.00



**Espresso Cup & Saucer 180ml**  
5552 136 - \$379.00



**Mug 350ml**  
5552 190 - \$249.00



**Sugar Bowl 200ml**  
5552 144 - \$499.00



**Cream Jug 220ml**  
5552 150 - \$649.00



**Teapot 1.3L**  
5552 170 - \$1,250.00



**Vase 26cm**  
5552 326 - \$749.00



**Vase 18cm**  
5552 318 - \$499.00



**Dish 14cm**  
5552 214 - \$399.00



**Dish 18cm**  
5552 218 - \$549.00



**Dish 14cm Square**  
5552 213 - \$399.00



**Dish 22cm Square**  
5552 222 - \$679.00



**Bowl 12cm Square Flat**  
5552 212 - \$99.95



**Picture Frame 4" x 6"**  
5552 700 - \$629.00



Launched in 1996, Le Jardin de Versace is inspired by the sumptuous gardens during Louis XVI's reign. Flowers and butterflies feature in a colour palette of soft pastels, delicate turquoise and deep red, shades of blue and green and an abundance of gold.

Pattern meaning	Garden of Versace	Introduced	1996
Made from	High quality porcelain	Packaging	Individually gift boxed
Made in	Germany	Assurance	2 year breakage replacement





**Plate 27cm**  
5503 040 - \$199.00



**Plate 18cm**  
5503 048 - \$129.00



**Plate 10cm**  
5503 410 - \$89.95



**Espresso Cup & Saucer 0.09L**  
5503 136 - \$379.00



**Teacup & Saucer 0.22L**  
5503 062 - \$449.00



**Sugar Bowl Covered 0.21L**  
5503 144 - \$499.00



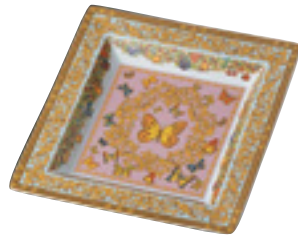
**Cream Jug 0.22L**  
5503 150 - \$649.00



**Teapot 1.3L**  
5503 170 - \$1,250.00



**Service Plate 30cm**  
5503 230 - \$439.00



**Dish Square 22cm**  
5503 222 - \$679.00



**Square Flat Dish 12cm**  
5503 512 - \$129.00



**Vase 34cm**  
5503 334 - \$1,299.00



**Vase 26cm**  
5503 326 - \$749.00



**Vase 18cm**  
5503 318 - \$499.00



**Beaker 12cm 0.039L**  
5503 192 - \$169.00



Launched in 2001, Medusa Blue is pure Versace: rich ornamentation, a mix of baroque and classic styles, strong colours, an abundance of gold and the Versace Medusa head.

Made from	High quality porcelain	Packaging	Individually gift boxed
Made in	Germany	Assurance	2 year breakage replacement
Introduced	2001		



**Plate 27cm**  
5502 040 - \$199.00



**Plate 18cm**  
5502 048 - \$129.00



**Deep Plate 22cm**  
5502 072 - \$199.00



**Service Plate 30cm**  
5502 230 - \$439.00



**Tea Cup & Saucer 0.22L**  
5502 061 - \$399.00



**Espresso Cup & Saucer 0.09L**  
5502 136 - \$329.00



**Mug 0.35L**  
5502 190 - \$249.00



**Teapot 1.3L**  
5502 170 - \$1,125.00



**Dish Square 14cm**  
5502 214 - \$399.00



**Vase 34cm**  
5502 334 - \$1,299.00



**Vase 26cm**  
5502 326 - \$749.00



**Vase 18cm**  
5502 318 - \$499.00



Inspired by the ambiance of opulent dinner parties, this luxurious and elaborately decorated collection reflects the glamorous Versace Lifestyle. Featuring the iconic Medusa head and intricate Baroque pattern, the striking contrast of white and gold adds a contemporary feel.

Made from	High quality porcelain and glass	Introduced	2014
Trim	22 carat gold	Packaging	Individually gift boxed
Made in	Germany	Assurance	2 year breakage replacement



**Gold Service Plate 33cm**  
5553 234 - \$999.00



**Service Plate 33cm**  
5553 233 - \$439.00



**Plate 18cm**  
5553 048 - \$129.00



**Plate 10cm**  
5553 410 - \$89.95



**Gold Teacup & Saucer 220ml**  
5553 062 - \$449.00



**Gold Espresso Cup & Saucer 90ml**  
5553 136 - \$379.00



**Gold Mug 350ml**  
5553 190 - \$269.00



**Beaker 390ml**  
5553 192 - \$169.00



**Teapot 1.3L**  
5553 170 - \$1,250.00



**Creamer 220ml**  
5553 150 - \$649.00



**Sugar Bowl 210ml**  
5553 144 - \$499.00



**2 Tier Cake Stand 18/22cm**  
5553 050 - \$699.00



**Dish 22cm Square**  
5553 222 - \$699.00



**Dish 14cm Square**  
5553 213 - \$399.00



**Bowl 12cm Square Flat**  
5553 212 - \$99.95



**Ashtray 13cm**  
5553 412 - \$449.00



**Dish 18cm Angled**  
5553 218 - \$599.00



**Dish 14cm Angled**  
5553 214 - \$379.00



**Coaster Pair 9.5cm**  
5553 411 - \$249.00



**Vase 34cm**  
5553 334 - \$1,299.00



**Vase 26cm**  
5553 326 - \$749.00



**Vase 18cm**  
5553 318 - \$499.00



**Vase 10cm**  
5553 310 - \$269.00



**Glass Vase 30cm**  
5553 530 - \$549.00



**Glass Vase 25cm**  
5553 525 - \$499.00



**Glass Vase 16cm**  
5553 516 - \$349.00



In 1993 Rosenthal joined forces with Versace Italy and created 'Rosenthal meets Versace'. The result of this collaboration includes a premium collection of crystal gift pieces, in the typical opulent and expressive Versace style.

Made from	Lead Crystal
Made in	Germany, Slovenia (❖) and Austria (⊕)
Introduced	1990
Packaging	Individually gift boxed



**Ashtray 13cm** ⊕  
5521 513 - \$449.00



**Ashtray 16cm** ❖  
5521 516 - \$549.00



**Bottle Coaster 13cm**  
5521 519 - \$399.00



**Drink Coaster 10.5cm**  
5521 520 - \$129.00



**Dish 14cm (Treasury)** ⊕  
5521 214 - \$249.00



**Bowl 18cm**  
5521 418 - \$499.00



**Candleholder 20cm**  
5521 120 - \$499.00



**Footed Bowl 33cm** ❖  
5521 433 - \$1,499.00



**Decanter Square (Treasury)** ❖  
30.5cm 0.8L  
5521 752 - \$1,099.00



**Vase 32cm** ❖  
5521 332 - \$1,299.00



This collection is crafted from hand-made glass and features the head of the Medusa, with a greek key band etched around the rim.

Made from Hand made glass  
 Made in Germany

Introduced 2012  
 Packaging Individually gift boxed





**Whisky 380ml (single)**  
5521 634 - \$349.00



**Bowl 12cm**  
5521 612 - \$439.00



**Bowl 18cm**  
5521 618 - \$699.00



**Bowl 22cm**  
5521 622 - \$1,129.00



**Vase 24cm**  
5521 624 - \$899.00



**Vase 30cm**  
5521 630 - \$1,129.00



**Whisky 380ml (single)**  
5521 635 - \$249.00



**Bowl 12cm**  
5521 212 - \$349.00



**Bowl 18cm**  
5521 218 - \$499.00



**Bowl 22cm**  
5521 222 - \$799.00



**Vase 24cm**  
5521 324 - \$499.00



**Vase 30cm**  
5521 330 - \$899.00



Launched in 1993, Medusa Red is one of the first collections from the “Rosenthal meets Versace” collaboration. The pattern, designed by Gianni Versace, reflects the unmistakably rich, colour-intensive world of Versace. The main focus is a gold-coloured Medusa head, surrounded by expressive baroque decorations.

Made from	High quality porcelain	Packaging	Individually gift boxed
Made in	Germany	Assurance	2 year breakage replacement
Introduced	1993		



**Service Plate 30cm**  
5501 230 - \$439.00



**Plate 27cm**  
5501 040 - \$199.00



**Plate 22cm**  
5501 042 - \$169.00



**Plate 18cm**  
5501 048 - \$129.00



**Deep Plate 31cm (Gourmet)**  
5501 071 - \$399.00



**Deep Plate 22cm**  
5501 072 - \$199.00



**Espresso Cup & Saucer 0.09L**  
5501 136 - \$379.00



**Teacup & Saucer 0.22L**  
5501 062 - \$449.00



**Teacup & Saucer (Set of 6)**  
5501 006 - \$2,499.00



**Espresso Cup & Saucer (Set of 6)**  
5501 007 - \$2,299.00



**Coffee Cup & Saucer 0.18L**  
5501 135 - \$449.00



**Chocolate Mug 0.38L**  
5501 191 - \$349.00



**Mug 0.35L**  
5501 190 - \$249.00



**Coffee Pot 1.2L**  
5501 180 - \$1,250.00



**Teapot 1.3L**  
5501 170 - \$1,250.00



**Cream Jug 0.22L**  
5501 150 - \$649.00



**Sugar Bowl Covered 0.21L**  
5501 144 - \$499.00



**Service Plate 33cm (Angular)**  
5501 231 - \$499.00



**Plate 14cm (Angular)**  
5501 214 - \$169.00



**Square Flat Dish 12cm**  
5501 512 - \$129.00



**Square Dish 22cm**  
5501 222 - \$679.00



**Frame 23cm x 18cm**  
5501 700 - \$629.00



**Plate 10cm**  
5501 410 - \$89.95



**Vase 34cm**  
5501 334 - \$1,299.00



**Vase 26cm**  
5501 326 - \$749.00



**Vase 18cm**  
5501 318 - \$499.00



In the typical opulent and expressive Versace style, this collection features the iconic Medusa head. The d'Or stems are trimmed in gold with the iconic Greek key band.

Made from	Stemware (*) finest hand-made glass, Decanter and tumblers made from lead crystal
Trim	Edge of d'Or product is decorated with gold
Made in	Germany
Introduced	1990
Packaging	Individually gift boxed
Assurance	2 year breakage replacement



**Champagne (Pair) 30cm 0.2L\***  
5520 619 - \$799.00



**Decanter 41cm 2L**  
5520 750 - \$1,250.00



**Red Wine (Pair) 28cm 0.48L\***  
5520 613 - \$799.00



**White Wine (Pair) 26cm 0.33L\***  
5520 616 - \$799.00



**Long Drink (Pair) 15cm 0.25L**  
5520 628 - \$299.00



**Whisky (Pair) 9cm 0.17L**  
5520 635 - \$299.00



**Long Drink d'Or (Pair) 15cm 0.25L**  
5520 638 - \$349.00



**Whisky d'Or (Pair) 9cm 0.17L**  
5520 636 - \$349.00



The fashion collection of the same name was launched by Gianni Versace in 1991, then relaunched at the 2014 Spring Summer Fashion show in Milan. The Medusa head has become one of the most identifiable trademarks of Versace, recreated here in warm gold.

Made from	High quality porcelain	Introduced	2014
Trim	22 carat gold	Packaging	Individually gift boxed
Made in	Germany	Assurance	2 year breakage replacement



**White Dish 30cm**  
5557 030 - \$1,599.00



**White Dish 17cm**  
5557 017 - \$599.00



**White Dish 42cm x 22cm**  
5557 042 - \$1,699.00



**White Vase 15cm**  
5557 015 - \$799.00



**White Vase 18cm**  
5557 018 - \$1,249.00



**White Vase 32cm**  
5557 032 - \$2,249.00



**Black Dish 30cm**  
5557 130 - \$2,199.00



**Black Dish 17cm**  
5557 117 - \$799.00



**Black Dish 42cm x 22cm**  
5557 142 - \$2,299.00



**Black Vase 15cm**  
5557 115 - \$1,049.00



**Black Vase 18cm**  
5557 118 - \$1,699.00



**Black Vase 32cm**  
5557 132 - \$2,999.00







Rosenthal's focus is on design and quality.

"Rosenthal has been modern since 1879. It is our company's tradition to understand quality as a standard. Our products survive any fashion because they exhibit a quality, which, in itself, is modern."

With a long history of working with top designers of the day there is a wonderful story behind all of the Rosenthal products.



With 'Campbell's Tomato Soup', Andy Warhol transformed a tin can filled with ready-to-serve soup into a modern icon of our time. Rosenthal studio-line has reinterpreted this famous artwork to launch a new range of porcelain and glass giftware.

Made from	Porcelain and Glass
Made in	Germany
Introduced	2012
Packaging	Individually gift boxed Plaque mounted on wooden frame



Campbell's Soup Box 10cm  
White/Red  
5545 001 - \$149.00



Campbell's Soup  
Salt & Pepper  
5545 010 - \$159.00



Campbell's Soup Box 10cm  
Orange  
5545 003 - \$149.00



Campbell's Soup Box 10cm  
Yellow  
5545 004 - \$149.00



Campbell's Soup Box 10cm  
Pink  
5545 005 - \$149.00



Campbell's Soup Box 10cm  
Blue  
5545 002 - \$149.00



Framed Campbell's Plaque 50cm LE 49  
5545 016 - \$6,995.00



Campbell's Soup  
Glass Vase 30cm  
5545 009 - \$249.00



Campbell's Soup  
Glass Vase 25cm  
5545 008 - \$229.00



Campbell's Soup  
Glass Dish Square 35cm  
5545 007 - \$249.00



Campbell's Soup  
Glass Dish Square 25cm  
5545 006 - \$229.00



**Teapot 900ml**  
5562 001 - \$699.00



**Plate 23cm**  
5562 003 - \$59.95



**Teacup & Saucer**  
5562 002 - \$129.00



**Sugar Bowl 310ml**  
5562 004 - \$129.00



**Creamer 400ml**  
5562 005 - \$99.95

Italian designer Federica Capitani has designed this minimalist tea collection, inspired by Japan's oldest teahouse. The teapot is the hero piece and forms the basis for the design - made from solid-black porcelain, the handle spout and body blend.

Made from	Porcelain and bamboo
Made in	Germany
Introduced	2014
Packaging	Individually gift boxed
Assurance	2 year breakage replacement
Distribution	Wholesale and online only



Mouth-blown and made from facet-cut glass, these pairs of vases and tealights make the perfect gift sets.

Made from	Mouth-blown glass
Made in	China
Introduced	2014
Packaging	Individually gift boxed
Assurance	2 year breakage replacement
Distribution	Wholesale and online only



**Amber Vase 6cm & Tealight 10cm Set**

5569 120 - \$149.00



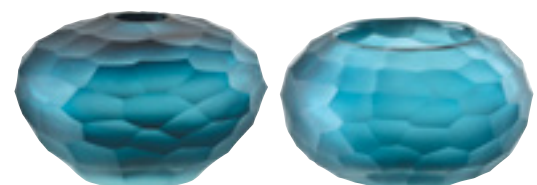
**Green Vase 6cm & Tealight 10cm Set**

5569 121 - \$149.00



**Red Vase 6cm & Tealight 10cm Set**

5569 122 - \$149.00



**Blue Vase 6cm & Tealight 10cm Set**

5569 123 - \$149.00



Sleek in design, this Decanter collection carries a modern, yet timeless, appeal.

Made from	Glass
Made in	Poland
Introduced	2003
Packaging	Individually gift boxed



**Decanter Angle 0.65L**  
5564 750 - \$199.00



**Decanter Drop 1.4L**  
5564 752 - \$199.00



**Decanter Cone 1.1L**  
5564 751 - \$199.00



Hand-crafted combining ground crystal and vibrant glass, so each vase is one-of-a-kind. Stylish and functional, each piece is perfect as a vase or a stand-alone statement piece.

Made from	Mouth-blown glass
Made in	China
Introduced	2014
Packaging	Individually gift boxed
Assurance	2 year breakage replacement
Distribution	Wholesale and online only



**Embrace Vase 18cm**  
5569 100 - \$349.00



**Embrace Vase 20cm**  
5569 101 - \$249.00



**Vase 18cm Grey**  
5569 110 - \$199.00



**Vase 26cm Grey**  
5569 111 - \$299.00



**Vase 33cm Grey**  
5569 112 - \$349.00

Hand-crafted, mouth blown glass vases that combine smooth and facet-cut glass.

Made from	Mouth-blown glass
Made in	China
Introduced	2014
Packaging	Individually gift boxed
Assurance	2 year breakage replacement
Distribution	Wholesale and online only





The Do Not Litter collection features a re-launch of these popular studio-line designs.

Made from	Porcelain
Made in	China
Originally Introduced	1996 (Pacco Bello), 1977 (Tutenvase), 2013 (Crazy Can)
Packaging	Individually gift boxed
Assurance	2 year breakage replacement



**Pacco Bello 14cm**  
5540 524 - \$64.95



**Pacco Bello 18cm**  
5540 560 - \$79.95



**Pacco Bello 24cm**  
5540 561 - \$99.95



**Crazy Can 10cm**  
5540 525 - \$64.95



**Crazy Can 14cm**  
5540 570 - \$79.95



**Crazy Can 20cm**  
5540 571 - \$99.95



**Tutenvase 14cm**  
5540 580 - \$115.00



**Tutenvase 18cm**  
5540 581 - \$139.00



Made from Porcelain  
Made in China

Introduced 2012  
Packaging Individually gift boxed



**Portica Vase 8cm**  
5540 519 - \$64.95



**Fun o'fant Vase 7cm**  
5540 520 - \$64.95



**Conio Vase 8cm**  
5540 521 - \$64.95



**Suomi Vase 8cm**  
5540 522 - \$64.95



**Love Love Vase 11cm**  
5540 523 - \$64.95



**Pacco Bello 14 cm**  
5540 524 - \$64.95



**Crazy Can 10cm**  
5540 525 - \$64.95



**Love Love Vase 11cm \***  
5540 523 - \$64.95



**Love Love Vase 22cm**  
5540 550 - \$229.00



**Love Love Vase 29cm**  
5540 551 - \$279.00

The original Love Love vase was released in 1970, designed by Eugen Gomringer. Messages of love in various languages are embossed around the surface of these porcelain vases.

Made from	Porcelain
Made in	Germany and China (*)
Introduced	2014
Packaging	Individually gift boxed
Assurance	2 year breakage replacement

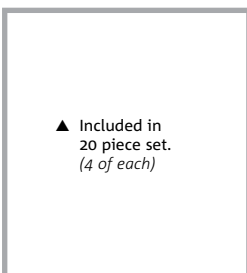
# Thomas

The name Thomas stands for young,  
uncomplicated design, whose artistic expression  
reflects the spirit of the current times.



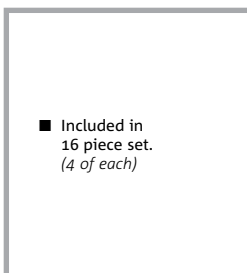
Uncomplicated and versatile, Loft is a white, multi-functional dinnerware and serveware collection with a finely grooved pattern detailing each piece.

Made from	Fine porcelain and glass	Packaging	Sets and selected accessories boxed
Made in	Germany and China	Assurance	2 year breakage replacement
Introduced	2001		



▲ Included in  
20 piece set.  
(4 of each)

**20 Piece Set with Cup & Saucer**  
5580 002 - \$499.00



■ Included in  
16 piece set.  
(4 of each)

**16 Piece Set with Bowls**  
5580 005 - \$499.00



**Plate 28cm ▲■**  
5580 040 - \$39.95



**Plate 22cm ▲■**  
5580 042 - \$29.95



**Plate 18cm**  
5580 043 - \$19.95



**Soup Plate 24cm ▲ ■**  
5580 072 - \$39.95



**Round Bowl 15cm ■**  
5580 070 - \$39.95



**Cup 0.25L ▲**  
5580 060 - \$29.95  
**Saucer 16.5cm ▲**  
5580 061 - \$20.00



**Mug 0.33L**  
5580 190 - \$39.95



**Oval Bowl 17cm**  
5580 071 - \$69.95



**Rectangular Platter 28.5cm x 18.5cm**  
5580 084 - \$69.95



**Square Platter Flat 27cm**  
5580 083 - \$69.95



**Oval Bowl 36cm**  
5580 118 - \$149.00



**Gourmet Plate 33cm**  
5580 234 - \$89.95



**Oval Platter 34cm**  
5580 080 - \$119.00



**Teapot 1L**  
5580 170 - \$349.00



**Sugar Bowl with Lid 0.26L**  
5580 144 - \$49.95



**Creamer 0.26L**  
5580 150 - \$69.95



**Platter Flat 24cm x 15cm**  
5580 085 - \$79.95



**Storage Jar 14cm**  
5580 100 - \$59.95



**Storage Jar 17cm**  
5580 101 - \$74.95



**2 Piece Cheese Cover/Plate 27cm**  
5580 102 - \$169.00



**3 Tier Cake Stand Round 12/19/27cm**  
5580 103 - \$259.00



**Round Footed Platter 27cm**  
5580 086 - \$229.00



**Teapot 450ml + Mug**  
5580 172 - \$199.00



GENERAL INFORMATION



## CARE INSTRUCTIONS

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### CARING FOR CHINA

#### Using

- Pieces must not be dropped or struck against hard or sharp surfaces, or struck with hard or sharp objects.
- Pieces must not be subjected to extreme changes in temperature.
- Plates and serving dishes can be warmed before use in an oven at a temperature of no more than 100°C.
- Pieces must not be placed directly on a hot stove element or flame.
- Tableware with a gold or platinum trim must not be used in a microwave.
- Fine bone china should not be used for cooking purposes.
- Always warm a teapot or coffeepot first by filling it with hot tap water prior to pouring in boiling water. Avoid standing on cold surfaces such as stainless steel sinks.
- 'Casual' tableware pieces taken from a freezer or refrigerator must be allowed to return to room temperature before being placed in an oven.

#### Washing

- When washing by hand avoid the use of scouring pads or abrasive cleansers. Clean with a soft cloth.
- Most stains can be removed by soaking the item in warm water before washing. Very stubborn stains can be removed by soaking in a mild bleach solution for up to one hour.
- When leaving a teapot or coffee pot to dry, always stand the right way up.
- Metal marks, caused by minute deposits of metal from cutlery, can be removed with a silverware cleaner.
- All your china can be washed in a dishwasher at a maximum temperature of 65°C using a recommended dishwasher detergent.
- Recommended dishwasher detergents are Finish Gel, Finish Liquid and Cussons Morning Fresh Hydro Film Tablets.

#### Storing

- When storing plates, try not to slide them over one another as this may cause scratches on the glaze. The surface of tableware is hard, however, the front of one plate can be scratched by the back of another so care should be taken when stacking and we recommend a paper napkin is placed between each plate.
- Cups should not be stacked when stored as this may weaken the handles.

### CARING FOR CRYSTAL

- Care should be taken to avoid bumping glasses together when carrying or washing up.
- It is best to keep crystal out of the dishwasher or it may become cloudy. Wash by hand in a warm soapy water, avoiding the use of scouring pads or abrasive washing agents. Dry with a clean, soft cloth.
- No good glass should be immersed suddenly in very hot water or very cold water or have very hot or cold liquids poured into them.
- Store your crystal carefully, standing the right way up and not on the rims of the glasses.
- Red wine often causes stains on decanters. These can usually be removed by putting a spoonful of rice or tea leaves into the decanter with detergent and warm water and swilling around gently.
- Stoppers for decanters are made specifically for each decanter. However, if the stopper becomes stuck, the neck of the decanter should be warmed by wrapping in a hot, wet cloth and then gently pulling on the stopper.

## ASSURANCE PROGRAM

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### ASSURANCE

WWRD Australia Pty Ltd will replace, through our authorised retailers, at no cost to the consumer, any registered item of any current Rosenthal tableware or stemware product which chips, breaks or is faulty within two years from the date of purchase.

We will also notify any consumers, who have registered, when their tableware or stemware pattern is being retired.

### ASSURANCE GUIDELINES AND PROCEDURES

#### 1. Distribution of Leaflet to Customer

When the consumer purchases eligible Rosenthal product the retailer gives them an Assurance leaflet. Leaflets and claim forms are available from WWRD sales representatives or Customer Service.

#### 2. Registration by Consumer

The consumer then fills out the Assurance registration form, tears it off the leaflet and posts it back to Rosenthal Assurance, WWRD Australia, PO Box 888 Blacktown NSW 2148. Registration is required for each and every purchase.

The consumer should keep the Assurance leaflet with their proof of purchase (receipt or closed wedding list)

#### 3. Activating the Replacement

In the event of the tableware chipping or accidental breakages, the consumer should take the item and their Assurance leaflet and proof of purchase (receipt or closed wedding list) to the retailer where they purchased the item.

#### 4. Checking Validity of Warranty Claim

The retailer should check the date of purchase to ensure the warranty period is valid. If the consumer has no proof of purchase or warranty leaflet use your judgment to determine if the piece is within the warranty period.

The retailer could also check with Customer Service for Assurance registration validity.

If the retailer is satisfied that the item falls within the conditions of the warranty then the replacement is arranged.

#### 5. Arranging Replacement

##### *Retail Shops*

- If the product was purchased less than 2 years ago and the retail value is less than \$500:
  - If the product is in stock:
    - WWRD consultant to scan replacement item as a sale and the broken item should be scanned as a return. Docket value to show \$0.00.
    - Record item in stock adjustment book with reason code 55 and in comments write “Assurance claim and proof of purchase sighted”.
  - If you do not have the stock of the product please contact Customer Service to order. When you receive stock follow steps above.
- If the product is older or has a retail value of over \$500 please contact Customer Service. The product may need to be returned to Customer Service via your Retail Account Executive.

##### *Wholesale Accounts*

- Store to complete an Assurance claim form, attach a copy of proof of purchase and fax to (02) 9831 1631 or mail to WWRD Customer Service, PO Box 888 Blacktown NSW 2148.
- A replacement order will be placed and delivered to the wholesale account.

## GENERAL COMMERCIAL TERMS & CONDITIONS OF TRADE

To the fullest extent legally possible, all dealings between WWRD Australia Pty Ltd ABN 59 000 078 562 & each of its subsidiaries, divisions, affiliates, associated companies & related entities & any successors & assigns ["WWRD"] & any Customer relating to any "Products" or transactions are subject to the following Terms & Conditions of Trade ("these Terms") unless otherwise agreed in writing.

**1. Payment:** a) Credit Account Customers are to pay within 30 days from end of month of invoice without deduction b) All other sales are to be paid C.O.D. without deduction.

**2. Property:** a) Property in Products shall not pass until payment in full of all monies owed on any basis by the Customer to WWRD ("full payment") b) WWRD reserves the right to take possession & dispose of Products at any time until full payment & the Customer grants permission to WWRD to enter any property where any Product is in order to do so, with such force as necessary c) Immediately upon delivery the Customer accepts liability for safe custody of Products d) Upon sale or disposition of any Products prior to full payment, the Customer agrees to deposit all proceeds in a separate bank account, agrees not to mix proceeds with any other monies & agrees to hold all proceeds in trust for WWRD & forthwith pay the proceeds to WWRD even if WWRD may have granted any credit facility &/or time to pay e) Until payment in full the Customer agrees (i) to keep all Products as fiduciary for WWRD & store them in a manner which shows WWRD as owner (ii) only to sell Products in the usual course of business (iii) sale on terms, at cost or for less than cost shall not be "in the usual course" f) This clause shall be read down to avoid it creating a charge g) A certificate purporting to be signed by an officer of WWRD, identifying Products shall be conclusive evidence of WWRD's title thereto.

**3. Limitation of Liability:** a) The Customer agrees to limit any claim on WWRD to the cost of re-supply of equivalent Products b) WWRD shall not be liable for any claim loss or expense arising which is made after 28 days from date of delivery (or at all once Products have been unpacked, on-sold or otherwise used or applied) after which there shall be deemed to have been unqualified acceptance c) WWRD will not be liable for any consequential direct indirect special or punitive damage arising from any dealing with the Customer, whether due to negligence or otherwise & the Customer acknowledges this limit of liability & agrees to limit any claim accordingly d) No other term, condition, agreement, warranty, representation or understanding whether express or implied other than these Terms, is made or given.

**4. Exclusions:** a) No dealing between WWRD & the Customer shall be or be deemed to be a sale by sample b) If WWRD publishes material concerning its business or prices, anything so published which is incompatible with these Terms is excluded c) The Customer will rely on its own knowledge & expertise in selecting any Product for any purpose. d) Any advice or assistance given for or on behalf of WWRD shall be accepted at the Customer's risk in all things & shall not be or be deemed to be given as expert or adviser nor to have been relied upon by the Customer or anyone claiming through the Customer.

**5. Placement Of Orders:** a) if any dispute arises over any order (including any question of identity, authority or telephone, facsimile, computer or e-mail order etc) the internal records of WWRD will be conclusive evidence of what was ordered b) each order placed shall be & be deemed a representation made by the Customer at the time, that it is solvent & able to pay all of its debts as & when they fall due c) failure to pay in accordance with these Terms shall be & be deemed to be conclusive evidence that the Customer had no reasonable grounds for making the representations & that the representations were unconscionable, misleading & deceptive d) when an order is placed, the Customer shall inform WWRD of any material facts which would or might reasonably influence any decision by or on behalf of WWRD to accept the order &/or grant credit in relation to it e) Failure to do so shall create & be deemed to create an inequality of bargaining position, to constitute & be deemed the taking of an unfair advantage of WWRD & be & be deemed to be unconscionable misleading & deceptive.

**6. Purchase Price:** a) All sales are made by WWRD at its ruling price at time of delivery b) government imposts, GST etc ("imposts") will be paid by the Customer c) any WWRD price list, estimate or quote excludes imposts unless expressly noted thereon.

**7. Ability to Supply:** The Customer agrees that WWRD will not be liable for any delay in supply or availability of any Products & WWRD may allocate Products to Customers at its unfettered discretion: eg: if demand exceeds available supply.

**8. Delivery:** The Customer acknowledges & agrees a) WWRD accepts no responsibility for delivery but may elect to arrange delivery at its discretion without any liability & at the Customer's costs & responsibility in all things b) WWRD may elect to charge for any delivery c) it shall be deemed to have accepted delivery & liability for Products immediately WWRD notifies the Customer that any Products are ready for collection or they are placed with a carrier or delivered to the Customer's business premises, whether attended or not d) a certificate purporting to be signed by an officer of WWRD confirming delivery shall be conclusive evidence of delivery as shall any signed delivery docket e) WWRD will not be liable for delay failure or inability to deliver any Products f) once notified that Products are ready for collection or delivery the Customer agrees to pay all costs of WWRD in holding Products g) to pay all costs & expenses arising from frustrated or delays in delivery h) WWRD may delay, cancel or suspend any delivery for any period or cancel any part of any agreement for sale without liability to anyone.

**9. Variation or cancellation** of these Terms or any order must first be agreed in writing.

**10. Pallets:** The Customer will return all pallets provided with Products & indemnifies WWRD for the full replacement cost of any pallet not returned to promptly & in good order.

**11. Severability:** Any part of these Terms may be severed without affecting any other part.

**12. Other Terms & Conditions:** (a) No terms & conditions sought to be imposed upon WWRD shall apply, unless agreed in writing (b) WWRD Terms & Conditions of Purchase will apply to any purchases from the Customer, to the exclusion of any Customer terms.

**13. Interest** will be charged on overdue accounts at the rate prescribed under the Penalty Interest Rates Act 1983 (Vic) rate, plus an additional 3%.

**14. Recovery Costs:** The Customer will pay all the costs & expenses (on a full indemnity basis) incurred by WWRD or its legal advisers, mercantile agents &/or other parties acting on WWRD's behalf in respect of anything instituted or being considered against the Customer whether for debt, loss, damages, possession of any Products or otherwise.

**15. Attornment:** To give effect to the Customer's obligation arising under these Terms, the Customer irrevocably appoints any solicitor of WWRD as its attorney in all things.

**16. Retail Prices:** Retail price books will be available to Resellers from WWRD, which will list all current products available and recommended retail prices.

**17. Default:** a) Upon any default or breach by the Customer of these Terms or of any other dealing or arrangement with WWRD ("Default") WWRD may at its discretion, retain all monies paid, call-up any monies unpaid, cease further deliveries, recover from the Customer all loss of profits arising &/ or take immediate possession of any Product held by the Customer, without prejudice to any other rights & without being liable to any party b) The customer agrees not to commence or continue or permit to be commenced or continued through it any suit or action against WWRD whilst the customer is in Default.

**18. Jurisdiction:** All contracts & dealings with WWRD shall be deemed to be made in the State/Territory nominated by WWRD & the Customer agrees to submit to the jurisdiction of the appropriate Courts in or nearest the Capital of that State/Territory.

## GENERAL COMMERCIAL TERMS & CONDITIONS OF TRADE

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**19. Description:** WWRD will have fulfilled its obligations upon having available for delivery Products (plus or minus 5%) which comply with the generic description of what was ordered.

**20. Credit Limit:** If WWRD grants any credit facility or nominates any credit limit, this is an indication only of its intention at the time. WWRD can vary or withdraw any credit facility at its unfettered discretion, without liability to the Customer or any other party.

**21. Waiver:** If WWRD elects not to exercise any rights as a result of any Default, it shall not be or be deemed to be a waiver of any rights relating to any subsequent or other breach.

**22. Notice:** The Customer will be deemed to have notice of any change to these Terms immediately they are adopted by WWRD whether or not the Customer has actual notice. The Customer shall be bound by any terms & conditions adopted by WWRD immediately they are so adopted, despite any other purported, pre-existing or conflicting terms or conditions.

**23. Indemnity:** a) The Customer indemnifies WWRD against any claim or loss arising from or related to any dealing with WWRD or anything arising therefrom, including any liability arising under the Trade Practices Act any other law or as a result of any Default or otherwise b) nothing in these Terms will derogate from WWRD's right to sue the Customer for any monies owed, for any damage, loss, liability or any other cause of action.

**24. Security For Payment:** (a) The Customer will upon written request, charge in favour of WWRD (i) by way of fixed charge all its fixed plant & equipment, books of account, financial records, goodwill, documents of title & current & later acquired real & intellectual property (ii) by way of floating charge, the whole of the Customer's other undertaking, property & assets, with payment of all monies owed to WWRD (b) any charge will be in addition to & will not derogate from nor effect any security given to or otherwise obtained by WWRD.

**25. Partial Delivery/Forward Orders:** The Customer agrees that if any forward order is placed a) to pay for so much of any order as is from time to time invoiced by WWRD b) no delay or failure to fulfil any part of any order or any alleged delay in or incomplete delivery shall entitle the Customer to cancel or vary any order or delay or reduce any payment.

**26. Force Majeure:** WWRD will not be in default or in breach of any dealing with the Customer as a result of Force Majeure. Force Majeure means any thing or event beyond the reasonable control of WWRD & includes any strike or lock-out.

**27. Insolvency:** a) If the Customer commits or is involved in any act of insolvency, it agrees it shall be deemed in default under these terms b) An act of insolvency is deemed to include bankruptcy, liquidation, receivership, administration or the like.

**28. Care of Products:** a) WWRD disclaims any responsibility or liability relating to any Products utilised, stored, handled or cleaned incorrectly or inappropriately b) Customers must familiarise themselves with any published information about care of Products, by WWRD (including the website noted

below at 30.) and must establish that they have observe such published information before making any claim for returns, c) WWRD shall not be liable for any claim, loss or expense on any basis, which may be sustained or incurred by any person by reason of any alleged variation between Products delivered & Products ordered.

**29. Returns:** a) WWRD will accept returns of Products for credit which are accepted by it in writing as faulty due to workmanship, faulty materials or negligence of WWRD b) credit will be for the full invoice value less any costs of return c) Products sold as other than first quality (eg: seconds and run-out stock) may not be returned.

**30. Website:** Customers are directed to the website: [www.rosenthalchina.com.au](http://www.rosenthalchina.com.au) and should note that these Terms replace any Terms and Conditions of Sale (the "Conditions") which are superceded by these Terms.

**31. Intellectual Property:** The customer agrees to use every effort to safeguard all intellectual property/Trade Marks and names of WWRD and WWRD Holdings Group ("Intellectual Property") and to fully inform WWRD of any suspected improper or wrongful use thereof.

**32. Continuity of Lines:** WWRD makes no representation that any line of Products will continue forever and reserves the right to discontinue any line of Products upon reasonable public notice (including notice on its website referred to in 30.).

**33. Place of Manufacture:** a) WWRD manufactures or has manufactured Products where these can best be sourced and place of manufacture will be noted on Products b) as Products lines may be made from time to time in different places, some Products may vary slightly in characteristics (eg: colour, shade, glaze, size, design prominence, finish etc) or may not exactly match existing Products if you are purchasing replacement items for a set or suite you already have c) Customers are expected to check matching before purchase as WWRD makes no warranty that Products will match Customer expectations arising from any published material, earlier or other Product runs or existing sets or suites.

**34. Glazing and Fired Items:** Glazed and fired Products are made from natural substances (clays, minerals etc) so expect natural variations to occur including in colour, shade, glaze, size, design prominence, finish etc b) Customers should check matching as noted in clause 33.

**35. Minimum Orders:** A surcharge will apply to orders that are deemed to be small orders. It is the Customer's responsibility to enquire whether a surcharge will apply at time of ordering.

**36. Customer Restructure:** The Customer give WWRD at least 7 days advance notice in writing of any change in its structure or management including any change in director, shareholder or management or change in partnership or trusteeship &/or of the sale of any part of its business.





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