



WARRANTY, RETURN, REPAIR & REPLACEMENT POLICY

Thank you for contacting us for warranty, return, repair and/or replacement information.

WÜSTHOF cutlery is fully warranted to be free of defects in material and/or craftsmanship. Any item claimed as defective must be returned to us for inspection. Our warranty does not apply if the damage is due to what we define as normal wear or use other than the intended purpose of the item. Defective items will be repaired or replaced with the similar item, at our option. Before you do so, please read this letter in its entirety, as there may be circumstances that would not be covered under our warranty, return, repair and replacement policy.

Certain types of damages and/or conditions such as those due to age or improper treatment would void our warranty.

EXAMPLES:

Bent Tips/Broken Tips: Knives that have been dropped, hitting the floor “tip first” will *bend or may snap in two*- especially the larger, heavier knives. In **rare** instances, there may be a weak spot in the steel at the tip of the knife. A **clean** break would be an indication of a weak spot in the steel. Snapped-off tips with evidence of bending at the break point are not covered under warranty. Repairing this type of damage will require the services of an experienced knife grinder/sharpening service. If you call, fax or e-mail us, we will do our best to direct you to a service in your area.

Broken and/or chipped blades: If your knife shows **obvious** signs of bending or cracking at the break/chip point, we must assume that undue stress was placed upon that knife and it would not be covered under warranty.

Melted handles: We use a high impact polypropylene compound (Hostaform-C) for our knife handles. However, instances such as direct exposure to open flame, high oven temperatures or heating coils of your dishwasher can melt this material. Handle replacement is NOT possible, and is not covered under warranty.

Deteriorating wooden handles: **WÜSTHOF** has not manufactured knives with wooden handles for close to 25 years. It is very difficult to guarantee materials found in nature. Given their age, their unavoidable exposure to moisture and even to occasional trip through the dishwasher, these handles will assuredly begin to break down. We **cannot** offer handle replacements. We **can**, however offer a **60%** discount off our current suggested retail prices on brand new, matching items from our current inventory (now with polypropylene handles). Please call us for the specific details.

Edge and/or general damage created by manual or mechanical sharpening devices and/or sharpening “professional”: We **cannot** be responsible for irreparable edge and/or general damage inflicted by third party. We do not have the equipment to repair this level of damage. The problem should be addressed with the provider of the sharpening/repair service. Be cautious



when using ANY electric sharpener. Overuse or failure to ***carefully*** follow the manufacturer's instructions is a formula for trouble. MODERATION IS THE KEY!

“Dull” knives and/or knives claimed to be “unsharpenable”: Proper and regular use of honing steel (or similar device) and periodic professional sharpening are essential steps in long-term edge maintenance. We can *assure* you that a WÜSTHOF knife (or, any high-quality knife for that matter) whose edge has not been cared for on a regular basis (honing) will eventually become dull and unusable. Once it has reached this point, only the services of a qualified sharpening professional (using proper equipment) will restore the “factory edge”. Afterward, the regular use of the honing steel will again become effective.

Sharpening steel is “worn out”: sharpening (honing) steel is essentially a “file” that keeps the microscopic teeth of the knife's edge in the proper 20-degree alignment. The steel's shaft has ridges that run its entire length. With regular use, and over a period of years, these ridges will wear away. Therefore, a steel does have a “lifetime”. You should replace it when the shaft is smooth & shiny. Since the shaft of the steel is magnetized, you will increase its effective life by wiping it down after each use.

Should you need further assistance after reviewing these criteria please contact our Customer Service Department at 1-800-289-9878, Monday thru Friday 9:00 a.m. to 5:00 p.m. EST.

If you have concluded that you have a legitimate warranty issue, please return your item(s) to us as follows:

**WÜSTHOF-TRIDENT OF AMERICA, INC.
355 WILSON AVENUE
NORWALK, CT, 06854
ATTENTION: CONSUMER RETURNS**

PLEASE INCLUDE A COPY OF THIS LETTER WITH YOUR RETURN AS WELL AS YOUR NAME, STREET ADDRESS (NO P.O. BOXES), DAYTIME PHONE NUMBER AND BRIEF DESCRIPTION.

KINDLY WRAP THE BLADES IN PAPER OR BUBBLE WRAP, SECURE WITH A RUBBER BAND AND PLACE THEM INTO A CORRUGATED CARDBOARD BOX. RETURN VIA UPS OR INSURED MAIL. YOUR RETURN IS PROCESSED IN A TIMELY FASHION AND WILL BE RETURNED TO YOU POSTAGE PAID IN 7-10 BUSINESS DAYS*.

Our apologies in advance for any inconvenience. Our goal is your complete satisfaction with our product!

*During the holiday season your return could take longer to receive.