

# LIMITED WARRANTY

Zwilling J.A. Henckels, LLC ("Zwilling") warrants to the initial purchaser that Zwilling products will be free of defects in material and workmanship from the date of purchase for as long as said purchaser owns the product. **This warranty applies only to products that were purchased in the United States from Zwilling or a Zwilling authorized seller located in the United States, unless otherwise prohibited by law.** Zwilling products are legitimately sold only by authorized sellers that are required to follow Zwilling's policies, procedures, and quality control standards. Zwilling reserves the right to reject warranty claims from purchasers for products purchased from unauthorized sellers, including unauthorized Internet sites. This warranty does not cover any defects due to normal wear and tear, damage due to misuse or abuse, alteration to the product, negligence, or any damage resulting from use other than the intended purpose of the item.

If your Zwilling product is defective and is eligible for this limited warranty, Zwilling will replace your product.

\*Please allow 12 weeks for the inspection process and return delivery of your product.

## HOW TO SUBMIT A WARRANTY CLAIM

Purchasers of products who wish to make a warranty claim based upon a product defect should return the product to the store or online retailer from which the product was purchased. If unable to return your product to the store or online retailer from which it was purchased, please mail in your product to Zwilling at the address provided below. **Please make sure to enclose a letter that includes the following information with your returned product:**

1. Your full name, address, phone number, e-mail address, and preferred method of contact.
2. A brief description of how your product is defective.

3. The date that you purchased your product.
4. Where you purchased your product.
  1. If you purchased your product at a physical location such as a brick-and-mortar retail store, please provide all available information about the location such as its name, location, and street address.
  2. If you purchased your product over the Internet, please provide all information about your purchase including the name of the website (if applicable) where you purchased your product.
  3. If you purchased your product from an online marketplace (such as Amazon, eBay, etc.), please provide the name of the marketplace seller from which you purchased your product.
  4. If you purchased your product through other means, please provide all information about the source of your product.

**Note: You should NOT mail in your product if it was purchased from an unauthorized seller as products purchased from unauthorized sellers are not covered by this warranty.**

## SHIPPING INSTRUCTIONS



Before mailing in your product to Zwilling in connection with your warranty claim request, please review the information below to ensure the safe return of your product.

Repackage the product(s) in the original packaging (if available) and pack securely.

To comply with U.S. Postal regulations, all cutlery items must be wrapped to protect all points and edges from cutting through the outer box or padded envelope in which they are mailed. In the interest of safety, please avoid attaching adhesive materials directly to the product.

Choose the shipping carrier of your choice and return the items insured with tracking (for your protection) to the address below. Please note that you are responsible for any costs incurred in mailing items to Zwilling as part of the warranty claim submission process.

## **PLEASE BE KIND ENOUGH TO ADDRESS THE RETURN TO:**

**Attn: Warranty Department ZWILLING J.A. Henckels, LLC 270 Marble Avenue  
Pleasantville, NY 10570**

\*Please allow 12 weeks for the inspection process and return delivery of your product.

If you have any additional questions, please contact Customer Service at 1 (914) 747-0300.

## **ADDITIONAL INFORMATION**

There are no warranties which extend beyond those stated herein. Any implied warranties that may be applicable to products, including implied warranties of merchantability or fitness for a particular purpose, are limited in duration to the duration of this warranty. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Under no circumstances shall Zwilling be liable for any special, incidental, or consequential damages based upon breach of this limited warranty, breach of contract or strict liability. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.