

KAI SHUN FREE SHARPENING & REPAIR FORM



Limited Lifetime Warranty

Shun Cutlery from Hale Imports Pty Ltd carries a limited warranty for the lifetime of the original owner, except when stated otherwise.

We guarantee our knives against manufacturing defects in material and construction and to perform as advertised when properly used and maintained. The Limited Lifetime Warranty is non-transferable and does not extend to normal signs of wear, rust, damage or breakage due to improper use, improper maintenance, accidents, loss, or theft. This warranty is void on products that have been modified in any way.

Any product we determine to be defective will be repaired or replaced solely at our discretion.

To receive warranty repair or replacement, the owner must send the product to be evaluated by Hale Imports Pty Ltd to our Frenchs Forest, NSW headquarters. No other warranties are implied or expressed other than what is specifically stated here. Hale Imports Pty Ltd. reserves the right to determine what constitutes normal wear, improper use/maintenance, and modification.

CUSTOMER INFORMATION

Please complete the information below.

First Name:	
Last Name:	
Address:	
City:	
Post Code:	
State:	
Phone:	
Email	
Date:	

Damage may not have occurred due to a fault in the manufacture of the knife or quality of the steel but the damage may have occurred through handling of the knife, even if it was not intentional.

The edges on these knives are manufactured to such a fine degree to give the Shun knife its super sharp edge that the slightest touch of a bone in meat etc may create a chip in the blade. Many customers are not aware of this after having had knives previously that are manufactured to (for example) a 32 degree angle - not like the Shun which has a 16 degree angle.

Proper care, maintenance and storage of these knives will ensure long product life. If you use your Shun knife correctly, it can be an heirloom possession for you. Using your knife correctly isn't just about how to maintain the edge and how to sharpen the blade; it's about how you use the knife on a daily basis.

PRODUCT INFORMATION

Please complete the information below. (Model number is on the blade ie DM0706.) Let us know whether any of these items have sentimental value. If we cannot repair a knife which has sentimental value, we can return it to you.

Model No	Qty	Date Of Purchase	Description	Sentimental Value Yes or No?	Reason For Service

After receiving your knife/knives they will be assessed by our staff.

Your knife/knives will be repaired and sharpened for free and returned to you via Australia Post.
Postage will be charged to you \$9.95 for both shipments – a total of \$19.90.

Send your knife/knives back using Australia Post Service Reply Paid free postage service to the address below:

**HALE IMPORTS PTY LTD
REPLY PAID 88366
4/19 RODBOROUGH ROAD,
FRENCHS FOREST, NSW 2086**

Important: Warranty requests that do not include credit card details for the shipping fee will not be able to be processed and may be returned without service. Please provide your credit card details for postage charges if no fault is found.

Card Number:	
Exp Date:	
CVV:	
Card Name:	

Signed Customer: _____

Packing Your Knives Safely For Shipping

Some of the packages that show up in our Warranty Department for service are frightening. There are packages with blade tips that have pierced the cardboard box and are lying in wait for the next person who picks them up. There are boxes with great jumbles of knives just rattling around in them, cutting into each other. With just a little care, this doesn't have to happen to your package. Remember that even a dull knife can be dangerous and follow these easy tips for safe packing:

Do not place loose knives in shipping box.



Carefully wrap and package knives in box. Fill the box completely with packaging.



Tip #1: Sheath or wrap fixed-blade knives and kitchen knives—If the knife has a sheath, place it in its sheath. If not, wrap it in a tea towel or several layers of newspaper or bubble wrap, making sure to fully cover the tip. If you are returning more than one knife, wrap each knife individually, and then wrap them all together so that they won't roll around in the box, possibly causing damage to the blades or handles.

Tip #2: Fill your box with packing material—such as packing peanuts, bubble wrap, or newspaper. Place a layer of packing material in the bottom of your shipping box. Then place the knives on top of the filler and, finally, add another layer of filler on top of the knives.

Tip #3: Include a copy of your completed Warranty & Sharpening Request Form (and keep a copy for yourself). Then close and tape your box according to shipper recommendations.