



Care, Sharpening, and Warranty Sharpening Policy and Shipping Instructions

FREE SHARPENING

KAI USA, Ltd. offers sharpening of Shun and KAI cutlery for free to original owners. Owner pays for shipping, and our expert sharpening services are FREE. Owners living in the Tualatin, Oregon area, may personally bring their knives to the facility for free sharpening. Two knives sharpened while owner waits, more than two will be ready for pick up the next working day.

Sharpening is done in our Tualatin, Oregon facility. Our newly improved process uses an amazing Japanese *hiramae*. This large, horizontal sharpening wheel is the same type that was used to put the original precision edge on each piece of hand-crafted Shun cutlery in Japan.

SHIPPING INFORMATION FOR WARRANTY EVALUATION AND SHARPENING

1. To send in a Shun or KAI product for evaluation and/or warranty service, including repair and sharpening, please complete the warranty form found at our www.ShunCutlery.com.
2. Fill out the form completely. Please be sure to enclose Return Shipping Fees (see below) via check, money order, or include your credit card information on the form. Print two copies of the form. Include one with the items you are sending for service; keep one for your records.
3. Package the items safely. Please use a box; envelopes are not allowed. IMPORTANT: We cannot be responsible for damage to or loss of items that are not properly packaged and shipped. Safe packaging tips are included on the website. .
4. Ship via a carrier with a tracking service. Please use UPS, Fed-Ex, US Express Mail, or another carrier with tracking. There must be a way to track your package through your carrier. Kai USA Ltd. cannot be responsible for your item/s unless we have confirmation that your package was delivered to us.
5. Please allow two weeks processing for sharpening and warranty order plus round-trip shipping of up to four weeks.
6. Please ship to:

**KAI U.S.A., LTD., Shun Cutlery
Warranty Department
18600 SW Teton Avenue,
Tualatin, Oregon 97062**

RETURN SHIPPING FEE

Return shipping fees apply for Shun sharpening and warranty services. The cost is \$5 for first knife, \$2 for each additional knife. Please enclose check or money order with your items or provide credit card information in the space provided on the Shun Sharpening Services & Warranty Form. Canadian customers: please include a flat fee of \$15 for return shipping. Other international customers please call or email for a quote.

SHIPPING INTERNATIONALLY

When shipping from anywhere outside the United States, you must include our Warranty Service Form (inside the package) AND the appropriate Customs Declaration Form required by US Customs and Border Protection (on the outside of the package). Your carrier will help you decide on the correct form to use. For Canada Post, for example, you will need form CN22 or CN23.

To avoid unnecessary duty charges, under "Quantity and detailed description of contents" on the form, write the number of knives you are sending and note the description as warranty service. We reserve the right to refuse any package or to charge you—the sender—for any duties incurred by us for wrongly declared or undeclared packages shipped to our Warranty Department.

KNIFE PACKAGING TIPS

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 the easy tips provided for safe packing:

Tip #1

Please wrap kitchen knives in 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. Carefully wrap and package knives in box. Do not place loose knives in shipping box.



Tip #2

If you wish to keep your original Shun box, please do not send it in with your sharpening or warranty shipment. All boxes sent in to us will be recycled.

Tip #3

Place your wrapped knives in a shipping box and fill the 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 #4

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

DISCOUNTED UPS SHIPPING & TRACKING CONVEINCE

As a convenience for our warranty customers, UPS shipping and tracking may be entered www.shuncutlery.com or www.kaiusaltd.com under the section Warranty – Process a Claim.

WARNING!

Knives are extremely sharp tools and should only be used or handled with the utmost care and caution. Any use other than cutting is considered misuse and abuse and will void your warranty.