

Warranty & Sharpening Request Form



- **For sharpening services and warranty, please fill out this form completely;** missing information may delay return shipment to you. Make a copy of the completed form for your records.
- **Enclose the completed form, along with your warranty or service item/s, in a shipping box** (envelopes are not allowed). Close and tape the box securely. We recommend shipping your package with a company that uses tracking numbers. Kai USA Ltd. will not be responsible for any damage or loss incurred if your items are not properly packaged and shipped. **If you are shipping from outside the United States:** Avoid unnecessary duty charges by filling out the declaration form required by US Customs. Note on the form that the items are being returned for warranty service.
- **Ship to:** **Warranty Dept. Kai USA, Ltd.**
18600 SW Teton Ave
Tualatin, OR 97062

Please allow two weeks processing for sharpening and warranty orders, plus round trip shipping of up to four weeks.

Name (please print): _____

Mailing Address: _____

Apartment Number: _____ Suite Number: _____

City: _____ State/Prov: _____

Zip/Postal Code: _____ Country: _____

Phone: _____ Email: _____

Please Include Return Shipping Fee: \$5 for the first knife; \$2 for each additional.

Candian Customers: Please include a flat fee of \$15 for return shipping. Other international customers please call or email for a quote.
 Along with this form, please include check, money order, or provide your credit card information:

Name on Credit Card (If different from above): _____

Billing Address (if different from above): _____

City: _____ State/Prov: _____ Zip: _____

Card Number: _____ Exp. Date: _____ Sec. Code (3-4 digit number): _____

Please complete the information below. (Model number is on the blade.) If you need more space, use an additional form and ship all forms and products in one box. 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.

Example:

Quantity: 1 Model # DM0723 Description: 6" Classic Chef's Date of Purchase: 7/20/99

Reason for Warranty Service: Sharpening Sentimental value? (Circle one) Y N

Quantity: _____ Model # _____ Description: _____ Date of Purchase: _____

Reason for Warranty Service: _____ Sentimental value? (Circle one) Y / N

Quantity: _____ Model # _____ Description: _____ Date of Purchase: _____

Reason for Warranty Service: _____ Sentimental value? (Circle one) Y / N

Quantity: _____ Model # _____ Description: _____ Date of Purchase: _____

Reason for Warranty Service: _____ Sentimental value? (Circle one) Y / N

Knives are extremely sharp tools and should only be used with the utmost care and caution.

For warranty or sharpening service, please do NOT return your product to the place of purchase. Information about product repairs, sharpening services, and frequently asked questions is available online at www.kaiusald.com. If you have any questions, please contact us directly at 1-800-325-2891 or email warrantyinfo@kai-usa.com. When calling or emailing, please have your information available.

Note: If you wish to keep your original Shun packaging, please do not send it with your warranty or service shipment. All shipping materials will be recycled.