

Return instructions are for USA residents only

CCI stands behind its products and we will review all warranty claims. It is our goal that the products purchased from CCI are considered quality merchandise and should the product fail to comply with its intended use then we will assist in rectifying any warranty claim to ensure that our customers are fully satisfied with the products that we supply. We want you to enjoy many years of precision cutting with Our Superior Culinary Master® knives.

Please follow the instructions below.

Complete all applicable information and include with your package.

Step 1: Please describe what is wrong with the product being returned: _____

Step 2: Please Complete the Information Below:

Your Name: _____

Address: _____

Phone: _____

Email: _____

Web Order ID# (If Applicable): _____

Date of Purchase: _____

Step 3: Please wrap your knives securely in bubble wrap, news paper or secure wrapping with an elastic or tape and send them inside of a tightly packed sturdy cardboard box for the safety of the package handlers. Please do not send personal items with your knives that you wish to have returned - this includes but is not limited to towels, blade guards, clothing and other items used for protection.

Step 4: On the return paperwork, please identify the knife as a defect, with a value of \$5.00.

Step 5: Please send your damaged knife by Post to:

Canada Cutlery Inc.

Attn: Returns

1964 Notion Road

Pickering, ON L1V 2G3

Canada

****Shipping Costs: Shipping to CCI will be at customer's expense. Return shipping is paid for by CCI, ONLY IF it's a valid warranty claim.**

Step 6: Please ask your mailing company to provide you with a tracking number.

If the damage is not due to a manufacturer's defect, we will try to repair your knife to the best of our ability.

CANADA CUTLERY INC. is not responsible for any loss or damage of the returned product in transit to our facility. Shipping insurance is recommended, at your discretion.

The approximate turn around time is 2 weeks.

Thank you for being a valued customer!

Canada Cutlery Inc.