

RETURN INSTRUCTIONS

Please fill out the information below and include the form inside your shipment with a copy your original invoice if returning cookware. Cut off the address label at the bottom of this form and tape to outside of the shipment.

Our guarantee states: ALL ZWILLING J.A. HENCKELS AND J.A. HENCKELS INTERNATIONAL PRODUCTS are guaranteed against defects in material and craftsmanship. The warranty does not cover wood products, such as knife handles, wear from normal use, or any damage resulting from use other than the intended purpose of the item.

NAME:		
ADDRESS:		
CITY:	PROVINCE:	POSTAL CODE:
PHONE:		E-MAIL:
ADDITIONAL INFORMATION:		

PRODUCT NO.	PRODUCT NAME	QUANTITY	BRIEF DESCRIPTION OF THE ISSUE

Zwilling J.A. Henckels is not responsible for lost shipments. Replacements are sent out pre-paid by Zwilling J.A. Henckels at no charge to you. For shipping, we recommend the use of a courier that will provide you with a tracking number. Please ensure that sharp objects are safely wrapped to prevent injury during shipping and receiving. Product that is found to be defective will be repaired or replaced at our discretion. Please allow 4-6 weeks for the inspection process and return delivery of your item.



Postage Required Post Office will not deliver without proper postage.
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ATTN: WARRANTY DEPARTMENT

Zwilling J.A. Henckels Canada Ltd.
 4175 14th Avenue Unit 6
 Markham, ON L3R 5R5

