



ZWILLING J.A. HENCKELS



Manufacturers Defect & Warranty Claim

HOW TO RETURN

Please fill out the information below and include the form inside your shipment.

If your Zwilling product is damaged and qualifies for this limited warranty, Zwilling will provide a replacement of the same item whenever possible. In cases where the item is no longer available or out of stock, we reserve the right to replace it with a comparable item of equivalent quality and value. Please note that Zwilling reserves the right to decline replacements for items that are determined to be undamaged due to normal wear and tear.

Name:
Address:
City, State, Zip:
Phone:
Email Address:

Items in the clearance section, warehouse sale section or marked clearance, discontinued, visual imperfections or closeout are non-refundable. All sales on clearance and warehouse sale items are final.

PRODUCT #	PRODUCT NAME	QTY	BRIEF DESCRIPTION OF THE ISSUE

We are not responsible for returns that do not have tracking/delivery confirmation showing that the package was received in our warehouse. Be sure to return the items via an insured and traceable method such as UPS or FedEx. Please pack returns in original outer box or another sturdy shipping box with appropriate packing materials to ensure the product arrives to our warehouse in good condition.

If returning a knife or shear: To comply with U.S. Postal regulations, items must be wrapped to protect their point and edges from cutting through the box or padded envelope in which they are mailed.