



ZWILLING J.A. HENCKELS



Manufacturers Defect & Warranty Claim

HOW TO RETURN

Please fill out the information below and include the form inside your shipment. Cut off the address label at the bottom of this form and tape to outside of the shipment.

You will be pleased to know that all of our products are fully guaranteed against defects in materials and / or 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.
If you feel your product qualifies, we would appreciate the opportunity to inspect your Zwilling J.A. Henckels product.

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

Please allow 4-6 weeks for the inspection process and return delivery of your item.

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.



Postage Required Post Office will not deliver without proper postage.
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Attention: WARRANTY DEPARTMENT
 Zwilling J.A. Henckels, LLC
 270 Marble Avenue
 Pleasantville, NY 10570