

CASE KNIVES WARRANTY

The Case Limited Lifetime Warranty

We warrant each and every Case knife to be free of defects in material and workmanship for the life of the owner, and we will repair or replace with a new Case knife, at our option, any Case knife that is defective. That's how strongly we feel about the quality of our cutlery. Case does not warrant its products against normal wear or misuse. Case knives are not intended to be used as hammers, chisels, pry bars or screwdrivers. If your knife was damaged due to misuse, our repair department can analyze the damage and repair it for a reasonable fee. Our limited lifetime warranty gives you specific legal rights and you may have other rights which vary from state to state.

Repair Statement

If you believe your Case knife has a manufacturing defect, mail your knife along with a written explanation of the problem to: W.R. Case & Sons Cutlery Co., Repairs Department, 50 Owens Way, Bradford, PA 16701. We recommend you choose a trackable shipping option and insure your package. Please include your name, address, phone number, any specific repair instructions and whether your knife holds sentimental or collectable value. If your knife meets our warranty guidelines and cannot be repaired, we may, at our discretion, offer to replace it with a currently manufactured knife that most closely matches the one you sent. If you decide to accept the replacement knife option, your old knife cannot be returned. A knife with sentimental or collectable value will be returned and not replaced as noted. If your knife cannot be repaired and does not meet our warranty guidelines, it will be returned "as is". Some knives cannot be repaired depending on the limited availability of parts. Please note all repairs are made with currently manufactured parts. If your knife can be repaired and is not covered by our warranty, you will be contacted by mail with the non-warranty charges. Please allow 6-8 weeks for service. You can reach our Repair Center by email at repair@wrcase.com

Warranty/Repair Instructions:

If you have a knife you wish to submit for evaluation, follow these 3 simple steps:

- **Step # 1**
 - Prepare your knife for shipment. For the safety of our technicians, we ask that you please clean away any dirt or debris such as blood or animal matter from your knife.
- **Step # 2**
 - Package your knife securely in a box or padded envelope. Be sure the knife cannot move or shift while inside the package. Shipping your knife in a regular paper envelope is NOT recommended, as the knife could easily fall out and get lost.
 - [Click here](#) to print a repair form to include with your knife. Please be sure to fill out every section and print clearly.

- **Step # 3**

- Send your package to the W.R. Case Repair Center insured and via a traceable method to:
Case Repair Center
50 Owens Way
Bradford, PA 16701

It is recommended that you do not send in any collectible boxes, tins, tissues or original paperwork with the knife. Please allow 6-8 weeks for service.

Contact:

Phone: 1-800-523-6350

Fax: 814-368-1736

Send mail to:

W.R. Case & Sons Cutlery Co.

PO Box 4000, 50 Owens Way

Bradford, PA 16701 USA

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.