



Customer Service & Warranty Form

Fill out the form below in Adobe Acrobat or print it out and fill out by hand and include it in the shipping BOX (not envelope) with your items. Sharp items must be in sheaths or securely wrapped.
Ship to: NWKW Customer Service, 7667 Lupine Lane, Suite 101, Victor, ID 83455

Purpose of Shipment: *

Free warranty sharpening for New West KnifeWorks or MTN MAN Toy Shop knife or tomahawk.

Knife or Tomahawk Repair. Details _____

Warranty Return: User Error (50% off retail price of replacement knife)

Warranty Return: Material Failure (full replacement upon NWKW's inspection and approval)

Return within 30 Days: unused, changed mind

Exchange within 30 Days: unused – Exchange for: _____

Return Within 30 Days: used, not satisfied with performance. *Please add comments below.*

Other. Please Specify: _____

Name *

Email *

Phone Number *

First Name

Last Name

example@example.com

Area Code

Phone Number

Return Shipping Address (Required for Sharpening, Repairs, & Exchanges)

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Contents of Shipment & Additional Instructions (cont. on back of sheet if needed) *

New West KnifeWorks (NWKW) reserves the right to review all warranty claims for material defect versus user error. Sharpening by mail is only available for items made by NWKW & MTN MAN Toy Shop. Customer pays for outbound shipping, sharpening service and return shipping to customer is included in NWKW product warranty. Please contact 877-258-0100 or orders@newwestknifeworks.com with any questions. Thanks for supporting American made!