

mail-in instructions and terms

- Please individually wrap your tools, taking care to ensure the edges are adequately protected. Anything from cardboard, layers of newspaper, cloth, bubble wrap, or ideally a sheath, should be adequate.
- Ensure that the tools in the package do not move at all. Fill the package as much as possible with a firm and cushioning material, with the attempt to avoid any damage to the package or packaging materials, as Strata will attempt to return ship with the same materials.
- Fill out and include the 'Sharpening Options' form with your package.
- Take the package to your desired shipping provider, taking into account insurance is recommended.

Address the package to:

Strata
67 Washington Ave,
Portland, ME 04101

Note: If a declaration of shipped goods is required by the shipping provider, it is recommended, but not necessary, to label the package as containing 'kitchen tools/goods', or the like, and not 'knives/axes,' etc, as this could cause delay in shipping times, possibly even a refusal of service by the shipping provider.

Terms: Mail-in costs for both sending, receiving, and insuring any goods will be covered by the customer. Strata will return ship your goods via USPS, or another service if requested, with the customer covering any additional costs if necessary. Unless you request, and cover the costs of expedited shipping, all packages will be shipped back using standard shipping speeds. It is recommended that you insure your goods both ways. You must declare if you want your goods insured for return shipping, with the cost being added to the final invoice. If no insurance is declared, no insurance will be given. Strata is not responsible for delayed, lost, stolen, or damaged goods by the shipping company, or any damages or issues that could have occurred by poor packaging by the customer. Strata will attempt to reuse the original package and packaging materials, but if Strata receives your packaged goods and deems the packaging insufficient or damaged in the shipping process, Strata will repack your goods for return shipping, and charge accordingly for this additional service. If the Sharpening Options form is not included or filled out properly, Strata will perform all necessary services needed to get your goods in optimal condition, and charge accordingly. If Strata inspects your goods and deems them unserviceable, Strata will notify you of such, and refund you any monies if initially charged, and charge for return shipping. If you have questions about if your goods can be serviced, please contact Strata before shipping. Strata only accepts digital payment for mail-in services, unless otherwise noted. Unless otherwise noted, all mail-in goods are subject to the same pricing and terms as drop-off services. Please see the 'Terms of Service' page for all our policies.



STRATA

knives + sharpening

Contact Info

name: _____ date: _____

email: _____ phone #: _____

mailing address: _____

Your Items

How many items are you mailing in? _____

Please describe your items (brand, knife type, etc.) _____

Do any of your items have blade covers, guards, or wraps? Please list: _____

Service Requests

Check all that apply! If you have multiple items that need different services please indicate in the notes.

- ☐ whatever you recommend!
- ☐ edge sharpening
- ☐ maintenance/repair (ie chip removal, bolster reduction, reprofiling) (from \$3)
- ☐ other (please specify) _____

NOTES: _____

