

## WARRANTY / RETURN PROCEDURE

WÜSTHOF knives carry a lifetime warranty against manufacturer defects. Our warranty does not apply if the damage is due to what we define as normal wear or use other than the intended purpose of the item. For more information and to view our full warranty policy please visit [wusthof.com](http://wusthof.com) or contact Customer Service at [info@wusthof.com](mailto:info@wusthof.com).

Please ship to: WÜSTHOF USA, Inc.  
Attn: Returns  
355 Wilson Ave  
Norwalk, CT 06854

Please wrap your knives securely in newspaper or bubble wrap and send them in a sturdy cardboard box for the safety of the package handlers. Please do not send personal items with your knives that you wish to have returned — this includes blade guards, towels, and any other items used for protection. Please ask your preferred mailing/shipping company to provide you with a tracking number. WÜSTHOF USA, Inc. is not responsible for any loss or damage in transit to our facility, so shipping insurance is recommended, at your discretion.

Once your knife is received and approved for warranty replacement you will receive an email containing a promotional code equivalent to the value of your return that can be used on [wusthof.com](http://wusthof.com) to replace your knife. If for any reason your knife is not covered under the warranty you will be contacted by our Customer Service Team with additional information.

The approximate turnaround time for the warranty return process is 3-4 weeks.

Please neatly fill out and include the below information with your return. (All information is required to process your return.)

---

Full Name\* \_\_\_\_\_

Street Address\* \_\_\_\_\_

Apt./Unit Number\* \_\_\_\_\_

City\* \_\_\_\_\_ State\* \_\_\_\_\_ Zip Code\* \_\_\_\_\_

Email\* \_\_\_\_\_

Items Being Sent In for Review\* \_\_\_\_\_

Reason For Return\* \_\_\_\_\_

**(\*) Indicates required information. A valid e-mail address is required in order to receive a warranty credit or return.**