



USE, CARE, & WARRANTY GUIDE KNIVES AND CUTTING BOARDS

Also available online at www.masterpan.com
(please read instructions carefully as incorrect use may void your warranty)

MASTERLON® brings cooking to new levels with its innovative and premium kitchen prep products to make you “feel like a chef”. To maximize your cooking enjoyment and validation of our limited lifetime warranty please read the following carefully to ensure proper care and use of your MASTERLON® products.

MASTERLON’S primary goal is to make cooking fun, healthy, and convenient for everyone so happy cooking.

FOR ALL OUR KNIVES CAUTION:

- Be careful when opening this package and removing knife and cover as our knives are sharp.
- Keep knives away from children.

USE AND CARE INFORMATION:

- For best results always hand wash your knife using a soft sponge with warm soapy water.
- Rinse thoroughly right after washing and dry immediately.
- We do not recommend washing your knives in a dishwasher as it will affect the sharpness of the blade over time.
- For additional safety we recommend washing knives separately from other cutlery and cookware.

FOR OUR CUTTING BOARDS AND KNIFE SETS CAUTION:

- Be careful when opening this package and removing knives as our knives are sharp.
- Keep knives away from children.

USE AND CARE INFORMATION:

- For best results always hand wash your knife and cutting board using a soft sponge with warm soapy water.
- Rinse thoroughly right after washing and dry immediately.
- We do not recommend washing your knives in a dishwasher as it will affect the sharpness of the blade over time.

- For additional safety we recommend washing knives separately from other cutlery and cookware.

Warranty Registration & Information

REGISTRATION:

- Please register your warranty by emailing us your full name, email address, and a copy of your invoice to warranty@masterpan.com. It is that simple.
- If you bought it directly on our site then you are automatically registered. If you received it as a gift and do not have an invoice copy just mention that in your email.

WARRANTY INFORMATION:

- Please save and retain your original sales receipt and barcode label on packaging as proof of purchase and validation of this warranty.
- In the event of any claim with a MASTERLON® product please visit our website or email warranty@masterpan.com a copy of your proof of purchase and picture of the damage/s and let us know the problem so we can attend to your claim as soon as possible. Our Warranty Team will respond to your claim accordingly.
- Ensure proper use and care of your product to validate this warranty.
- Our warranty covers your product from any material or workmanship defects at time of production.
- Our warranty does not cover damages to your product from excessive commercial use, normal wear and tear, deterioration due to dishwasher use, improper use such as accidents, misuse, abuse, commercial or non-consumer use, scratches from metal utensils or objects, stains from certain food products, and improper cleaning.
- In the event of any claim we reserve the right of the final decision of either repair, replacement (or if no longer in stock a replacement) or refund of purchase price paid in part or whole depending on the nature of the damage. In the event of a repair or replacement there will be no charge besides shipping and handling cost.
- We do not cover any incidental or consequential damages arising from any direct or indirect use or dropping of our product.
- Our warranty does not cover any third party liability damage that may arise from improper use or handling of our product such as damage to personal property, bodily parts, flooring, etc., by accidental dropping of the product.
- This warranty does not cover scratches or damage that is merely cosmetic or minor in that it does not significantly affect the performance of the product itself.
- Arbitration Agreement: Please visit our website to read detailed information on our arbitration terms and conditions and your acceptance of it. If you do not agree with these terms and conditions please return your purchase within 30 days unused and in its original packaging.
- If you purchased one of our products from anywhere other than www.masterpan.com then you need to contact that seller directly with your claim.

FOR CUSTOMER SERVICE REGARDING WARRANTY,
CLAIMS, USAGE, OR JUST ABOUT ANYTHING
PLEASE EMAIL US AT INFO@MASTERPAN.COM

Thank you for your purchase.
We sincerely appreciate your business!
For more information, visit us at

www.masterpan.com

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