

Cutlery

J.A. HENCKELS INTERNATIONAL

Warranty

All J.A. HENCKELS INTERNATIONAL products are fully guaranteed against defects in materials and/or craftsmanship. The J.A. HENCKELS INTERNATIONAL warranty does not cover wear from normal use or any damage resulting from use other than the intended purpose. Wood products (including wood handle knives) are not covered by the J.A. HENCKELS INTERNATIONAL warranty, as wood is a natural element and thus cannot be guaranteed.

Any product that is felt to be defective needs to be returned to the address below for inspection. Defective items will be repaired or replaced with similar item at the option of J.A. HENCKELS INTERNATIONAL.

Please wrap carefully to ensure points or edges do not cut through mailing carton. Be sure to include your full mailing address (no post office box numbers please). USA consumers only

J.A. HENCKELS INTERNATIONAL

Att: Consumer Service
171 Saw Mill River Road
Hawthorne, New York 10532

Included with the products should be the following information:

Full Name

Full Mailing Address

Daytime Phone Number

Description of the products (Example: "Four Star 4" Parer)

J.A. HENCKELS INTERNATIONAL will examine the products and if there is a manufacturers defect you will be sent a replacement. Replacements take 4 to 6 weeks. If you would like to speak to someone at J.A. HENCKELS you may call Consumer Service at 1-800-777-4308 between 9:00am and 5:00pm eastern standard time. You can also email J.A. HENCKELS INTERNATIONAL at info@zwillingus.com.