

# BUCK'S FOREVER WARRANTY

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As my father Chuck Buck would say, if this is your first Buck knife, "Welcome aboard." You are now part of a very large family. We think of each one of our users as a member of the Buck Knives family, and we take care of our own.

Now that you are family, you might want to know a little more about us. Dad said it best when he said, "The fantastic growth of Buck Knives, Inc. was no accident. From the beginning, we determined to make God the Senior Partner. In a crisis, the problem was turned over to Him, and He hasn't failed to help us with the answer. Each knife must reflect the integrity of management. If some-times we fail on our end, because we are human, we find it imperative to do our utmost to make it right. If any of you are troubled or perplexed and looking for answers, may we invite you to look to Him, for God loves you."

We have stood by these values since 1902 and honor our products with this Forever Warranty. Please don't hesitate to contact us regarding your knife.

CJ Buck

President, CEO, Chairman of Buck Knives

***If your knife has sentimental value, please make a note of it when you send the knife to us so that we can determine whether to repair or replace.***

## THE BUCK FOREVER WARRANTY

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We warranty each and every Buck knife to be free of defects in material and workmanship for the life of the knife, and we will repair or replace with a new Buck knife, at our option, any Buck knife that is defective. Buck Knives does not warrant its products against normal wear, misuse, or product modifications. Buck Knives are not intended to be used as hammers, chisels, pry bars, or screwdrivers.

If your knife was damaged due to misuse, our repair department can analyze the damage and repair it for a reasonable fee. If the knife is unable to be repaired, we will extend a one- time courtesy offer,

allowing you the option to purchase a new knife for 50% off of our MSRP price listed on the website, excluding any custom knives or web specials.

## SENDING YOUR KNIFE IN FOR SERVICE

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You're welcome to send your knife by any shipping method that is most convenient for you. However, if you choose to send your product through the U.S. Postal Service, we do recommend you attain delivery confirmation and/or package tracking. This will help provide assurance to you that your package has arrived to our facility.

**Please follow all instructions below for sending your knife in for evaluation/service:**

**Step #1-** Prepare your knife for shipment. The original product is required to fulfill a warranty claim. For the safety of our technicians, please clean away any dirt or debris such as blood or animal matter from your knife.

**Step #2-** Package your knife securely in a shipping box. Be sure the knife cannot move or shift while inside the package and that there are no loose blades that will fall out and harm a technician. You do not need to include your original box or your receipt.

DO NOT ship your knife in its original packaging (it will not be returned), a padded envelope, a regular paper envelope, or use popcorn foam.

Buck Knives is not responsible for lost or stolen knives during the shipping process.

**Step #3-** Please fill out and print the [Warranty Repair Form](#) to include with your knife shipment. This form must be filled out completely and in detail to ensure the correct repairs are made.

**Step #4-** Send your package to:

BKI  
Attention: Warranty  
660 S. Lochsa Street  
Post Falls, ID 83854

If you have any questions regarding warranty, please contact us at [warranty@buckknives.com](mailto:warranty@buckknives.com) or by calling 1(800) 326-2825 ext. 2

# WARRANTY FAQ'S

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## **When will I receive my knife back?**

Turnaround time:

April thru August 4-6 weeks

September thru March 6-8 weeks

## **Will Buck Knives pay the shipping to have my knife sent to their facility?**

Buck Knives will not pay for the freight costs to our facility. However, Buck Knives will pay for all return expenses to your residence or business for warranty services.

## **Can I send my knife to the factory to have it sharpened?**

Buck Knives does provide a SPA service for only Buck branded knives which will put the factory edge back on your knives and give it a basic polish. The charge for this service is \$6.95 per knife and includes shipping your knife back to you once done.

## **I broke a blade or have sharpened it so much it is unusable; can you replace the blade for me?**

Buck Knives can replace a blade not covered under warranty for a \$10.00 fee per knife.

## **I broke a blade and would like to replace the part myself, can you send me the part I need or can I get it from a Buck retailer?**

For liability reasons, we do not sell or send individual blades, parts, or anything that would require disassembly of the product, through the mail. Our products are designed to be disassembled by our factory-trained personnel only. Attempting to disassemble your Buck product yourself could result in lost components, compromise the knife's functionality, and void the warranty.

Buck Knives can replace a blade not covered under warranty for a \$10.00 fee per knife.

## **I lost my belt clip, the screws, or it is bent. Can I get replacements?**

Please send an email to [warranty@buckknives.com](mailto:warranty@buckknives.com) with your name, address, and the 3 digit number on the blade and we will send replacements out to you if one is available. Belt clip/screws

are not available on most imported models, the knife will need to be sent in for evaluation or replacement. We no longer ship parts internationally due to increased shipping costs.

**My blade coating or handle coating is chipped or worn, is this covered under warranty?**

Coatings will naturally wear or chip with use and are not covered under our warranty.

**I took my knife apart to clean or adjust it; can you help me get it back together?**

Disassembly of our product for any reason voids our forever warranty. We charge \$10.00 to reassemble a knife.

**My knife has developed some rust on it, is this covered under warranty?**

Rust is not covered under warranty. As with any fine tool, proper maintenance is required. Knives need to be kept clean and dry to help prevent rust from developing. We are happy to give your knife our Spa Treatment for a fee of \$10.00. Please keep in mind that there will likely be pitting under the rust that we won't be able to remove.

**I put my knife in the dishwasher/washing machine to clean it. Now it is rusty, won't work properly, or coating has faded, is this covered under warranty?**

This is not covered by our forever warranty and we do not recommend this form of cleaning.

**Can I send a photo of my damaged knife instead of shipping the product?**

No, the original product is needed to validate a warranty claim for repair or replacement.

**Does the Warranty cover lost or stolen knives?**

Unfortunately, no. The Warranty covers manufacturing defects in the product and the product must be supplied in order to consider it for repair or replacement.