

Limited Lifetime Warranty

Shun Cutlery from Kai USA Ltd. carries a limited warranty for the lifetime of the original owner, except when stated otherwise. We guarantee our cutlery against manufacturing defects in material and construction and to perform as advertised when properly used and maintained. The Limited Lifetime Warranty is non-transferable and does not extend to normal signs of wear, rust, damage or breakage due to improper use, improper maintenance, accidents, loss or theft. Any product we determine to be defective will be repaired or replaced solely at our discretion. To receive warranty repair or replacement, the owner must send the product to be evaluated by Kai USA Warranty Services in our Tualatin, Oregon headquarters. In addition to the provisions of this warranty, the owner may also have other rights that can vary by state. No other warranties are implied or expressed other than what is specifically stated here.

10-YEAR LIMITED WARRANTY

SHUN SORA • SHUN HARU

Shun Sora, and Haru products from Kai USA Ltd. carry a 10-Year Limited Warranty against manufacturing defects. Under this warranty, Kai USA Ltd. will repair or replace any product we find to be defective in its original material or construction for a period of ten years from the date of purchase. This limited warranty does not cover normal signs of wear, rust, or damage/breakage due to improper use. To receive warranty repair or replacement, the owner must send the product to be evaluated by Kai USA Warranty Services in our Tualatin, Oregon headquarters. In addition to the provisions of this warranty, you may also have other rights that can vary by state. No other warranties are implied or expressed other than what is specifically stated here.

5-YEAR LIMITED WARRANTY

PURE KOMACHI 2 • PURE KOMACHI HD • KAI FOR WILLIAMS-SONOMA

Pure Komachi 2, Pure Komachi HD, and KAI for Williams-Sonoma products from Kai USA Ltd. carry a 5-Year Limited Warranty against manufacturing defects. Under this warranty, Kai USA Ltd. will repair or replace any product we find to be defective in its original material or construction for a period of five years from the date of purchase. This limited warranty does not cover normal signs of wear, rust, or damage/breakage due to improper use. To receive warranty repair or replacement, the owner must send the product to be evaluated by Kai USA Warranty Services in our Tualatin, Oregon headquarters. In addition to the provisions of this warranty, you may also have other rights that can vary by state. No other warranties are implied or expressed other than what is specifically stated here.

Liability Disclaimer

Shun Cutlery products are intended and sold for legitimate culinary purposes only. The purchase, use, and ownership of knives are subject to a wide variety of local laws and regulations. Due to the complexity and constantly changing nature of these laws and regulations, it is the responsibility of the buyer to investigate and comply with the laws and regulations that apply in his or her specific area. You, and not Kai USA Ltd., are solely responsible for any claims resulting from violation of these laws and/or regulations. Any use of these products other than cutting is considered misuse and abuse and Kai USA Ltd. is not responsible for any injuries or damages caused by misuse and/or abuse.

Warning!

Knives are extremely sharp tools and should only be used or handled with the utmost care and caution. Any use other than cutting is considered misuse and abuse—and will void your warranty. Shun Cutlery/Kai USA Ltd. is not responsible for any injuries resulting from misuse or abuse of the product.

Shipping Information

[How to Receive Shun Sharpening & Warranty Service](#)

1. Fill out the form completely. Please be sure to enclose Return Shipping Fees (see below) via check, money order, or include your credit card information on the form. Print two copies of the form. Include one with the items you are sending for service; keep one for your records.
2. Package the items safely. Please use a box; envelopes are not allowed. IMPORTANT: We cannot be responsible for damage to or loss of items that are not properly packaged and shipped
3. Ship via a carrier with a tracking service. Please use UPS, Fed-Ex, US Express Mail, or another carrier with tracking. There must be a way to track your package through your carrier. Kai USA Ltd. cannot be responsible for your item/s unless we have confirmation that your package was delivered to us.
4. Please allow two weeks processing for sharpening and warranty order plus round-trip shipping of up to four weeks.

[Return Shipping Fee](#)

Return shipping fees apply for Shun sharpening and warranty services. The cost is \$5 for first knife, \$2 for each additional knife. Please enclose check or money order with your items or provide credit card information in the space provided on the Shun Warranty & Sharpening Request Form. Canadian customers: please include a flat fee of \$15 for return shipping. Other international customers please call or email for a quote.

Shipping Internationally

When shipping from anywhere outside the United States, you must include our Warranty & Sharpening Request Form (inside the package) AND the appropriate Customs Declaration Form required by US Customs and Border Protection (on the outside of the package). Your carrier will

help you decide on the correct form to use. For Canada Post, for example, you will need form CN22 or CN23.

To avoid unnecessary duty charges, under "Quantity and detailed description of contents" on the form, write the number of knives you are sending and note the description as warranty service.

We reserve the right to refuse any package or to charge you—the sender—for any duties incurred by us for wrongly declared or undeclared packages shipped to our Warranty Department.

Please ship to:

KAI USA LTD., Shun Cutlery

Warranty Department

18600 SW Teton Avenue, Tualatin, Oregon 97062

Warranty Form

- For warranty service, including repair and sharpening, please fill out this form completely; missing or incorrect information may delay return shipment to you. Make a copy of the completed form for your records.
- Enclose the completed form, along with your warranty or service item/s, in a shipping box (envelopes are not allowed). Please use box filler such as newspaper. Close and tape the box securely. We recommend shipping your package with a company that uses tracking numbers. Kai USA Ltd. will not be responsible for any damage or loss incurred if your items are not properly packaged and shipped. If you are shipping from outside the United States: Avoid unnecessary duty charges by filling out the declaration form required by US Customs. Note on the form that the items are being returned for warranty service.
- **Once you have completed this form, you will be able to download it to your desktop and print out a copy to send with your knife and one to keep for your records.**
- Ship to: Warranty Dept. Kai USA, Ltd. 18600 SW Teton Ave Tualatin, OR 97062

WARRANTY AND SHARPENING REQUEST FORM

SHIPPING INFO

*First Name	*Last Name
*Address	
Apartment Number	Suite Number
*City	*State/Province
*Zip/Postal Code	*Country
*Phone	*Email

PRODUCT INFORMATION

Please complete the information below. (Model number is on the blade.) Let us know whether any of these items have sentimental value. If we cannot repair a knife which has sentimental value, we can return it to you. NOTE: Sporting blades replaced under warranty may not be laser etched.

Model # TDM0706	Quantity: 1	Date of Purchase: 06/20/2013
Description: Premier 8" Chef's		
Sentimental value? ☐ Y ☒ N <i>We will contact you regarding any item with sentimental value if we cannot repair it.</i>		
Reason for Warranty Service: Sharpening		

Item #1

*Model #	*Quantity	Date of Purchase
*Description		
*SENTIMENTAL VALUE? ☐ YES ☐ NO		
*Reason for Service:		

Knives are extremely sharp tools and should only be used with the utmost care and caution. Information about repairs, sharpening services, and other product information is available at our [frequently asked questions section](#). If you have any questions, please contact Warranty Services directly at 1-800-325-2891 or email warrantyinfo@kai-usa.com. When calling or emailing, please have your information available.

Note: If you wish to keep your original Kershaw or ZT packaging, please do not send it with your warranty or service shipment. All shipping materials will be recycled.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.