



Global Guarantee

Limited Lifetime Warranty for Stainless Steel Products

GLOBAL guarantees any stainless steel product that it sells to be free from defect in material, construction or workmanship for the life of the product under normal use and following the care instructions. This excludes damage caused by misuse or accident. This warranty extends only to the product's original purchaser. Chips in the knife blades, broken knife tips, discolorations from food and rust spots are not covered. Knife chips and broken knife tips can often be repaired by re-sharpening. For repair information, please see Frequently Asked Questions. Discolorations and rust spots can be avoided by following the care instructions.

If you have a problem with your Global Knife, you must return the knife to the store from which it was originally purchased and they will deal with your enquiry from there.

When we receive a knife back, our quality control team will inspect the knife and make a decision whether to offer a repair or replacement.

Ceramic Products and Whetstones

GLOBAL does not guarantee the other ceramic products or the whetstones that it sells. These items will chip or break if accidentally dropped or hit against a solid object or surface. These items will also wear out after a period of time. Their life expectancy will vary according to frequency of use. In most instances, we sell replacements for these items.

Contact Us

NEW SOUTH WALES (HEAD OFFICE):

Telephone (02) 9482 6600 or Toll Free 1800 808 971

Fax (02) 9477 3470 or Toll Free 1800 644 842

(Toll Free access available outside Sydney only)

EMAIL: **Contact Warranty:** warranty@globalknives.com.au

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.