

LIMITED WARRANTY

Zwilling J.A. Henckels, LLC ("Zwilling") warrants to the initial purchaser that Zwilling products will be free of defects in material and workmanship from the date of purchase for as long as said purchaser owns the product. This warranty applies only to products that were purchased in the United States from Zwilling or a Zwilling authorized seller located in the United States, unless otherwise prohibited by law. Zwilling products are legitimately sold only by authorized sellers that are required to follow Zwilling's policies, procedures, and quality control standards. Zwilling reserves the right to reject warranty claims from purchasers for products purchased from unauthorized sellers, including unauthorized Internet sites. This warranty does not cover any defects due to normal wear and tear, damage due to misuse or abuse, alteration to the product, negligence, or any damage resulting from use other than the intended purpose of the item.

If your Zwilling product is damaged and qualifies for this limited warranty, Zwilling will provide a replacement of the same item whenever possible. In cases where the item is no longer available or out of stock, we reserve the right to replace it with a comparable item of equivalent quality and value. Please note that Zwilling reserves the right to decline replacements for items that are determined to be undamaged due to normal wear and tear.

BEFORE SENDING IN YOUR PRODUCT, WE KINDLY ASK YOU TO READ THIS VERY IMPORTANT DISCLOSURE.

- If your Zwilling product is defective and eligible for this limited warranty, Zwilling will replace it. If the returned item is out of stock or discontinued, we will offer a comparable item in quality and cost. Repairs are not provided.
- For repairs, Zwilling does not offer repair service, please contact an independent professional of your choice to consult about repairs. Please note, any damage that occurs during repair will void your warranty.
- Sentimental items should not be sent in for return as they are immediately reviewed and recycled. We cannot return any items that you are not satisfied with the replacement.
- Do not send in personal items such as knife holders/cases, pan protectors, or special wrappings as they will be discarded.
- Replacement delivery may take 7-14 business days.
- Retail locations cannot assist with warranty claims. Please follow the steps below to file a claim by mail.

HOW TO SUBMIT A WARRANTY CLAIM

Please visit our [Support Center](#) to submit a warranty claim.

<https://www.zwilling.com/us/support-center.html>

SHIPPING INSTRUCTIONS

Please visit our [Returns and Cancellations FaQ](#) page for details.

<https://www.zwilling.com/us/returns-and-cancellations.html>

ADDITIONAL INFORMATION

There are no warranties that extend beyond those stated here. Any implied warranties that may apply to products, including warranties of merchantability or fitness for a specific purpose, are limited to the duration of this warranty. The duration of an implied warranty may vary by state, as some states do not allow limitations on its duration.

Zwilling shall not be liable for any special, incidental, or consequential damages resulting from the breach of this limited warranty, breach of contract, or strict liability. The exclusion or limitation of incidental or consequential damages may vary by state, as some states do not allow such exclusions or limitations.

This warranty grants you specific legal rights, and you may also have other rights that differ from state to state.