

# Service

## Replacement

### Policy

All of us at **Knitter's Pride** take “pride” in the products that we manufacture and sell. We want you enjoy a lifetime of enjoyment from every Knitter's Pride product you purchase.

We offer a warranty on our products against any manufacturing related defects. While we do not anticipate any problems, in the rare instance of a product not performing up to high standards, due to a manufacturing related reason, Knitter's Pride offers the following customer service and return policy:

- All defective products will be replaced by shops from which these have been purchased. Request for replacement should be accompanied by a dated receipt/invoice issued by the store.
- In the case of needle sets (e.g. Deluxe set), replacements will be provided for the affected needle only.
- In the case of a pair of needles (Interchangeable, Straight, etc.), Knitter's Pride will replace the affected needle only. The same policy applies to DPNs (sold in a set of 5 needles), in which case replacement would be provided for the single needle only.
- No replacement for damage is offered for needles subjected to undue stress such as severe pressure or being used as tools not related to needlework.
- All brass needles have both US and Metric size etched on the body of the needle. On the wooden needles, only the US size is etched on the metallic portion of the needles and the metric size appears on the wooden part of the needle. Due to the nature of wood, and on-going use, the printed metric size may wear off the wooden portion of the needle in time. Please note that this is not indicative of any defect in the needle, and will not be considered a cause for replacement.
- The following items are not covered under our return policy:
  - Items not purchased through an authorized Knitter's Pride dealer (e.g. eBay, Amazon purchase)
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  - Items purchased outside of North America
  - Non-saleable sample materials
- Any discontinued merchandise will be replaced with a similar item, as available.

We are committed to providing products of high quality and performance to all of our customers. Please do write to us at [support@knitterspride.com](mailto:support@knitterspride.com) if you need any additional information regarding any of our product related policies.

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.