

Shun Warranty Information

Shun brand products sold by Kai USA Ltd. are backed by a Limited Warranty against manufacturing defects. In addition to supporting our products with this warranty, we will be happy to sharpen your Shun or Kai knife for free for as long as you own the knife. For warranty service, please include the Warranty Form and ship products to:

Kai USA Ltd.
18600 SW Teton Ave.
Tualatin, OR 97062

Please see changes to Shipping & Processing Fee below; effective January 1, 2016.

[Process a warranty Claim](#)

FREE Sharpening

We will sharpen your Shun cutlery for free, for as long as you own it. It's as simple as that. You pay for shipping and processing, and our expert sharpening services are FREE. If you live in the area, you may also bring your Shun knives in for free sharpening. We can sharpen up to two knives while you wait; more than two and they will be ready for you to pick up the next day.

If you have questions about our sharpening services or your limited warranty and how to take advantage of it, please check our [FAQs](#) to see whether your question has already been answered. If not, just [contact](#) our Warranty Service Team and they'll be happy to help.

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.

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.