

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

Process a Warranty Claim

If you believe your product may have a problem in its original material or craftsmanship, please send it in for evaluation. Complete the online Warranty form at the “WARRANTY FORM” link below. Once you have completed the form, download it to your desktop, open it in Adobe Acrobat, print it out, and include the form with your shipment. Be sure to save this PDF for your record

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Packaging Information

Some of the packages that show up in our Warranty Department for service are frightening. There are packages with blade tips that have pierced the cardboard box and are lying in wait for the next person who picks them up. There are boxes with great jumbles of knives just rattling around in them, cutting into each other. With just a little care, this doesn't have to happen to your package. Remember that even a dull knife can be dangerous and follow these easy tips for safe packing:

Do not place loose knives in shipping box.



Carefully wrap and package knives in box.



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.

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:

<http://shun.kaiusaltld.com/warranty/form>

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.