

WARRANTY & SERVICE

WALK-IN WARRANTY SERVICE

The warranty and sharpening department is open for in-person drop-off service Monday - Friday, 8 AM to 4:30 PM. Please bring in knives by 4 PM for same-day service.

Please read below for important changes.

- You may drop off up to 2 knives for same-day service.
- Please wait outside or in your vehicle. We will call you when your knives are ready.
- If you drop off 3 or more knives, they will be available for pickup the next business day.
- As always, knives must be clean and free of any dirt, oil, food, blood, etc.

MAIL-IN WARRANTY AND SHARPENING SERVICE

Kai USA requires that all customers complete and submit the Warranty/Service form below before sending in their knives for service. Any shipment we receive without a completed Warranty/Service form or order number will be returned immediately without service. If you experience any problems completing the form, use the [Contact Us](#) page to report a website issue and we will be happy to assist you.

Estimated turnaround time for mail-in warranty and sharpening services is 2 weeks.

Last updated: 7/20/23

GENERAL INFORMATION

LIMITED LIFETIME WARRANTY	▼
LIABILITY DISCLAIMER	▼
WARNING!	▼
AUTOMATIC & BUTTERFLY KNIVES	▼
REPLACEMENT VOUCHERS	▼
AFTERMARKET PARTS & SERVICE	▼
COUNTERFEIT KNIVES	▼
SCISSORS/SHEARS	▼
AVAILABLE KERSHAW REPLACEMENT PARTS	▼
INTERNATIONAL CUSTOMERS	▼

WARRANTY & SERVICE INFORMATION

Thank you for choosing Kershaw. From this page, you can request warranty evaluation, repair and sharpening service, and free replacement parts.

WARRANTY

To ensure you get a lifetime of service from your Kershaw, our products are backed by a Limited Lifetime Warranty against manufacturing defects. In addition to supporting our products with this warranty, we will be happy to repair and sharpen your Kershaw knife for free when you send it in for warranty service.

If you have questions about your warranty or how to take advantage of it, check our [FAQs](#) to see whether your question has already been answered. If not, just email our [warranty team](#) for more information.

Kai USA can only accept warranty/parts requests for products purchased in the USA, Canada, or Mexico. If you purchased your product outside of the USA, Canada, or Mexico, please contact the authorized dealer from whom you originally purchased them to receive warranty service or parts.

REPLACEMENT PARTS

Pocketclips can bend. Screws can get lost. To keep your Kershaw on the job, we are happy to provide a selection of free replacement parts. Please click on "Available Kershaw Replacement Parts" on the right of this page for a complete list. Parts can be sent only to the USA, Canada, and Mexico. If you are outside of those countries, contact the authorized dealer where you originally purchased your knife.

BLADE REPLACEMENT

In addition to the replacement parts above, we can also replace a broken blade that is not covered by

also replace a broken blade that is not covered by warranty for \$25 (effective 11/1/21). Please see the **FAQs** under Warranty Questions for details. To have a blade replaced, just add the \$25 fee to your payment when you send in your knife and make a note in the "Reason for Service" box on the form. Not all blades are available at all times. Please note that replacement blades will not have the original laser markings. If there is any issue with your request, the warranty team will contact you.

FREE SHARPENING

As a courtesy, we sharpen every knife that is sent to us for service. Unfortunately, we are unable to sharpen serrations but we can still sharpen the plain edge portion of your blade. Additionally, we know that some of you put a special edge on your knives. So, if you do NOT want us to sharpen your knife, just make a note in the "Reason for Service" box on the form.

AUTOMATIC KNIVES, BUTTERFLY KNIVES AND MORE INFORMATION


If you need service for an automatic or butterfly knife, be sure to read the additional information and include the **required release form** with your knife, in addition to a warranty request form. For additional information, click the arrows on the boxes to read our warranty, learn about replacement vouchers, counterfeits, and more.

REQUEST WARRANTY/SERVICE OR PARTS

If you think your product may have a problem in its original material or craftsmanship, please send it in for evaluation. Review the shipping information and complete the Warranty/Service Form below.

Please include a \$7 Return Shipping & Processing Fee when you send your knife in for service. This is

WARRANTY CLAIM

HOW TO SHIP YOUR KERSHAW FOR SERVICE 

PACKAGING INFORMATION & TIPS 

SHIPPING TO USA FROM CANADA OR 

a flat fee, no matter how many knives you send. Just add your credit card information to the Warranty/Service Form or include a check or money order in the shipping box along with your knife and the completed form.

To request parts, please use the Parts Request Form.

MEXICO



SHIPPING ADDRESS



Warranty/Service Form

FOR WARRANTY EVALUATION OR SERVICE, PLEASE FILL OUT THIS ONLINE FORM

You may send multiple products with this single form; click "Add a Product" for additional space. Be sure to include the model number of your product. To find the model number, look on the back side of the blade (the side opposite the logo). It is a four-digit number, sometimes followed by letters. The drop-down in the model number field will offer you options. Choose the one that matches your knife. **If you don't see your model number, or don't know the number, type "MISCKER" in that field and choose "MISCKER" from the dropdown. You can write your model number in the Reason for Service area below.** If we have previously replaced your knife blade, there may be no markings on the blade.

Include a copy of the form with the items you are sending for warranty service. Be sure to include the \$7 Return Shipping and Processing Fee and any additional payment needed (for example, add \$25 if you are requesting blade replacement). Keep another copy of the form for your records.



The model number is found on the back side of the blade, near where the blade meets the handle.

WARRANTY SERVICE REQUEST FORM

SHIPPING INFO

PRODUCT INFORMATION

Please complete the information below (model number is on the blade). **IF YOU DO NOT SEE YOUR MODEL NUMBER, PLEASE TYPE "MISCKER" IN THAT FIELD AND CHOOSE "MISCKER" FROM THE DROPDOWN. YOU CAN WRITE YOUR MODEL NUMBER IN THE REASON FOR SERVICE AREA BELOW.** Let us know whether any of these items have sentimental value. If we cannot repair a knife that has sentimental value, we can return it to you. NOTE: Sporting blades replaced under warranty may not be laser etched.

****Knives must be cleaned of any dirt, oil, food, blood, etc, before being sent in. Knives that are determined to be unclean may be returned to you without service, at your expense.****

Product #1

- MY KNIFE IS AN AUTOMATIC/BUTTERFLY KNIFE AND REQUIRES AN ADDITIONAL WAIVER (NON-OREGON RESIDENTS ONLY).

* Quantity

Date of Purchase



IS THIS PRODUCT OF SENTIMENTAL VALUE? * YES NO

YES. If my knife cannot be repaired, please return it without service. (Please note: On a knife with sentimental value, we will not replace blades/handles unless requested below.)

NO. If the issue is covered by Warranty but my knife cannot be repaired, I will accept a replacement or voucher.

PLEASE CHOOSE THE PRIMARY REASON FOR SERVICE: *

Select One



Description (120 characters only):

[Add a Product](#)

[Remove a Product](#)

[Review and Print Warranty Form](#)

[Parts Request Form](#)



WARRANTY INFORMATION FOR OUR OTHER BRANDS



