



Mail knives to:

BKI
 Attn: Warranty
 660 S. Lochsa St.
 Post Falls, ID 83854

Knife Repair Form

Name: _____

Address: _____

City: _____ **State:** _____ **Zip code:** _____

Country: _____

Telephone Number: (Mobile) _____ **(Home)** _____

***E-Mail Address:** _____

**Please include email to receive notification updates once the repair is in our system and the tracking information once the package has shipped from our facility.*

Model Description of Repair	Repair Work Requested
1. Knife Model #	
2. Knife Model #	
3. Knife Model #	

TWO SERVICES OFFERED THROUGH WARRANTY DEPARTMENT

- \$10.00 FOR A RE-BLADE (INCLUDES SPA TREATMENT) IF NOT FOUND TO BE A MANUFACTURE DEFECT
- \$6.95 SPA TREATMENT (SHARPEN/POLISH/ADJUST) *We cannot refurbish the bead blast finish

THE BUCK FOREVER WARRANTY

We warranty each and every Buck knife to be free of defects in material and workmanship for the life of the knife, and we will repair or replace with a new Buck knife, at our option, any Buck knife that is defective. Buck Knives does not warrant its products against normal wear, misuse, or product modifications. Buck Knives are not intended to be used as hammers, chisels, pry bars or screwdrivers.

If your knife was damaged due to misuse, our repair department can analyze the damage and repair it for a reasonable fee. If the knife is unable to be repaired, we will extend a one- time courtesy offer, allowing you the option to purchase a new knife for 50% off of our MSRP price listed on the website, excluding any custom knives or web specials.

PRODUCT SERVICE

How should I send my product?

You're welcome to return your product by any shipping method that is most convenient for you. However, if you choose to send your product through the U.S. Postal Service, we do recommend you attain Delivery Confirmation. This will help provide assurance to you that the product has arrived to our facility.

Instructions for sending your product in for evaluation:

Step #1- Prepare your knife for shipment. For the safety of our technicians, please clean away any dirt or debris such as blood or animal matter from your knife.

Step #2- Package your knife securely in a box. Be sure the knife cannot move or shift while inside the package. Please make sure there are no loose blades that will fall out and harm a technician. **Shipping your knife in a padded or regular paper envelope is NOT recommended**, as the knife could easily fall out and get lost.

Buck Knives is not responsible for lost or stolen knives. Please do not use popcorn foam when shipping.

Step #3- Fill out a warranty repair form and print and include with your knife. Please be sure to fill out every section.

Step #4- Send your package to:

Buck Knives Inc.

Attention: Warranty

660 S. Lochsa Street

Post Falls, ID 83854

WARRANTY FAQ'S

When will I receive my product back?

Turnaround time is:

April thru August 4-6 weeks

September thru March 6-8 weeks

*It can take several days to log your package into our system before you get the status e-mail from us.

Will Buck pay to have my product sent to their facility?

Buck will not pay for the freight costs to their facility. However, Buck will pay for all return expenses to your residence or business for warranty services.

Can I send my Buck Knife to the factory to have it sharpened?

Buck Knives does provide a SPA Treatment (Sharpen/Polish/Adjust) service for Buck Knives only that will put that factory edge back on to your knives. The charge for this service is \$6.95 per knife and that includes Buck knives shipping your knife back to you. We cannot refurbish a bead blast finish.

I broke a blade and would like to replace the part myself, can you send me the part I need or can I get it from a Buck retailer?

For liability reasons, we do not sell or send individual blades, parts, or anything that would require disassembly of the product, through the mail. Our products are designed to be disassembled by our factory-trained personnel only. Attempting to disassemble your Buck product yourself could result in lost components, compromise the knife's functionality and void the warranty.

Buck Knives can replace a blade not covered under warranty for \$10.00 for some models

The belt clip broke on my knife do I need to send in the knife?

Depending on the model of your knife we would be happy to mail you the belt clip with new screws and the T6 tool to install the clip yourself. We charge a shipping and handling fee of \$5.00. Email the model number of your knife (3 digit numbers on blade) and request with full name and address to warranty@buckknives.com.