

UPDATED WARRANTY INFORMATION

Please replace previous versions of Case's Warranty and Repair Policy with the information below. An electronic copy can also be viewed by visiting the Dealer Resource Site at: <http://dealer.wrcase.com>.

AUTHORIZED DEALER MANUAL



CASE WARRANTY & REPAIR

THE CASE LIMITED LIFETIME WARRANTY

We warrant each and every Case knife to be free of defects in material and workmanship for the life of the owner, and we will repair or replace with a new Case knife, at our option, any Case knife that is defective. That's how strongly we feel about the quality of our cutlery.

If you believe your Case knife has a manufacturing defect, mail your knife along with a written explanation of the problem to:

W.R. Case & Sons Cutlery Company
Consumer Repair Department
50 Owens Way
Bradford, PA 16701

(Please be sure to include your name, address, and daytime telephone number.)

Case does not warrant its product against normal wear and misuse. Case knives are not intended to be used as hammers, chisels, pry bars, or screwdrivers. If your knife is worn or damaged by misuse, we will evaluate your knife and may repair it for a reasonable fee.

This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

CASE REPAIR STATEMENT

As stated in our warranty, Case will attempt to repair any knife that may have a defect in materials or workmanship. If repairs cannot be made in such cases, we will offer you a new knife. However, if the knife holds sentimental value or is a collector's item and cannot be repaired, Case is not responsible for offering a replacement or repayment that is equal in value. Case will furnish a currently manufactured item that most closely matches the item sent in for repair.

CASE KNIFE COMPONENTS & PARTS

Case knife components and parts are not available for purchase.

CONSUMER AWARENESS STATEMENT

The blades that go into every Case knife are honed to an extremely sharp edge. We ask that you be very cautious when opening, using, or sharpening our product. Case knives are intended to be used as a working tool; they are not weapons and should not be used as such. If an injury occurs during use (or misuse) of a Case knife, this is a risk that our customers assume and Case can, in no way, be held accountable. Our customers expect Case to deliver high-quality razor-sharp knives; and in turn, we ask each customer to use our product safely and wisely.

WARRANTED ITEMS

Cracked Cover at Pin

Repair under warranty if there are no signs of abuse.

Blade Broken at Tang

Repair under warranty. Also, any chipped or cracked blades - if there are no signs of prying with blade.

Broken Backspring

Repair under warranty - unless altered, very deeply pitted, or rusted shut from neglect or over-exposure to weather.

Bad Temper

Repair under warranty.

Walk & Talk

Repair under warranty - unless joints are worn due to normal wear and tear.

Liner Spaces

Repair under warranty - unless space is within our QA guidelines.

Pin Shows

Repair under warranty.

Missing Shield

Repair under warranty - unless covers are worn too thin to put a new shield in it.

Rust on SS

Repair under warranty.

As an Authorized Case Dealer, if you believe your customer's Case knife has a manufacturing defect, have them mail their knife, along with the repair form included in this manual to the address above. If you have any specific questions about Case's warranty, please call Case Warranty Department at 1-800-523-6350 or e-mail: repair@wrcase.com.