



# Archant Knives

CRAFTED FOR PRECISION, BUILT FOR LIFE

WARRANTY

## Warranty Coverage

Archant Ltd warrants each Archant Knife to be free from defects in materials and workmanship for a period of 12 months from the date of purchase when used under normal household or professional kitchen conditions. This warranty applies only to manufacturing defects that affect the performance or function of the knife, including blade defects or handle faults arising from the manufacturing process.

## What Is Covered

- **Manufacturing defects in the blade or handle**
- **Faults that cause functional failure under normal use**
- **Any issue determined to be the result of material or workmanship flaws**

If a product is found to be defective and within the warranty period, we will, at our discretion:

- 1. Repair the product, and return it to you at no cost.**
- 2. Replace the product with the same model or a similar model of equal value.**
- 3. Provide a refund or store credit if repair or replacement is not practical.**

## What Is Not Covered

This warranty does not cover damage resulting from:

- **Misuse, accidents, or acts of neglect**
- **Normal wear and tear (including edge dulling from use)**
- **Improper care, cleaning, or storage**
- **Modification, alteration, or abusive handling**
- **Damage caused by sharpening tools used incorrectly**
- **Commercial or industrial misuse that goes beyond normal kitchen use**

## Consumer Law Rights

This warranty is in addition to your rights under the Consumer Guarantees Act 1993, which entitles customers to a repair, replacement, or refund for goods that fail to meet acceptable quality standards. Coverage under this warranty does not affect your statutory rights.

## How to Make a Warranty Claim

To submit a warranty claim, please follow these steps:

### 1. Contact Archant Customer Service

**Email:** info@archant.co.nz

**Phone:** 0800 ARCHANT (0800 272 4268)

### Provide:

- Proof of purchase (*invoice, receipt, or order number*)
- Clear description and photos of the defect

### 2. Obtain a Returns Authorization

A warranty team member will assess your claim and issue an Returns Authorisation (RA) number.

### 3. Return the Product

- Package the knife securely with the RA number clearly marked.
- Ship it to the address provided by the warranty team.
- Keep shipment tracking information until your return is complete.

### 4. Assessment and Resolution

- Archant will inspect the returned product.
- If approved, Archant will repair, replace, or issue a refund/credit.

## Shipping Costs

- If the product is under warranty and approved, Archant will cover the return freight cost of the repaired or replaced item.
- Out-of-warranty repairs or replacements may incur a charge.

## Important Notes

- Warranty applies only to the original purchaser and **is not transferable**.
- Archant reserves the right to verify the purchase date and determine whether a claim qualifies under this warranty.
- Warranty does not cover secondary costs such as sharpening, loss of use, or labour charges not pre-approved.

## Contact

Archant Ltd Warranty Team  
info@archant.co.nz  
0800 ARCHANT (0800 272 4268)  
www.archant.co.nz