
FAQs

Knife Repairs

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 any Case knife that is defective. That's how strongly we feel about the quality of our cutlery.

Case does not warrant its products against normal wear or misuse. Case 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. Our limited lifetime warranty gives you specific legal rights, and you may have other rights which vary from state to state.

Knife Care

[How can I keep my knife looking like new and in good working condition?](#)

First, let's go over blade maintenance. Stainless steel (which for Case knives means Tru-Sharp™ surgical steel) can be easily maintained by using a metal polish. Chrome Vanadium (CV) blades should always be wiped clean after each use, followed by applying of a thin film of **honing oil** to help to prevent rust and pitting. Also, do not keep your knife in a leather sheath for long periods without wrapping the steel blade in a protective tissue paper or treating the steel with a quality metal preservative.

Next, let's discuss handle cleaning. Synthetic and bone handles can be wiped clean with a damp rag. Wood handles can be polished with any furniture polish or oil.

Bolsters come in nickel-silver and brass. Nickel-silver bolsters can be brightened up with any good metal polish, while brass will require a polish made for brass metal surfaces.

Finally, sharpening your knife is important not just for blade function, but for your own safety as well. A dull blade can be more dangerous than one that's properly maintained.

[Why does my blade have scratches in it?](#)

Some patterns are susceptible to blades being scratched as they're being handled and move in and out of the handle cavity. This is normal and does not affect the performance of the knife.

[My locking mechanism isn't working properly. What do I do?](#)

First inspect the locking area of the knife, where the blade and the locking mechanism interact, for debris, dirt, dust, or other matter. Clean the area thoroughly to remove any matter that may be obstructing its function, then try to lock and unlock the knife several times.

[It looks like my knife handle has a crack in it. Is my knife handle broken?](#)

Certain handle materials, such as abalone, mother-of-pearl, Stag, and even bone can have natural fissures, which may look like cracks. However, these occur naturally, bonding to the material to help protect it from cracking.

General Knife Questions

[Where are Case knives made?](#)

Case remains committed to crafting our knives in the United States. The majority of our knives are made in Bradford, PA, where Case has been manufacturing cutlery for well over a century.

[How old is my knife?](#)

The Case blade tang dating system allows you to identify your knife with a year or era in which the knife was manufactured. The dating symbols are found on the tang stamps at the base of the knife's main blade.

In 1970, Case added ten dots beneath the "U.S.A" on all knife tangs. Each year a dot was removed. In 1980, the same dating system was used. The differences are the "lightning" form of the "s" in "Case" and "USA," as well as the placement of the dots above the "USA." From 1990 to mid-1993, the actual date was stamped on the tang. The dot system was used again from mid-1993 through 1999. In 2000, Case introduced a new tang date stamp: five Xs and five dots, which is used today.

[Why do my blades look dull? This is a new knife!](#)

Case strives to serve every customer's preference by offering a wide array of product options, from handle materials and colors to blade shapes, bolster embellishments, and shield designs. While many knife enthusiasts enjoy the special shine that our high polished finishing gives our blades, others prefer a more muted look. This look is referred to as a "tumble finish", meaning they are not subject to high speed polishing.

[How can I tell what kind of steel my blades are made from?](#)

There are a number of ways to tell if your knife is stainless steel or Chrome Vanadium. The first step is to check the markings on the blade tang. If the letters "SS" are shown as part of the pattern stamp, you'll know the knife has been fitted with stainless steel blades. If the letters "CV" are found, those blades are made of Chrome Vanadium steel. Next, check the knife box or packaging for a pattern number on the UPC label that includes the "SS" or "CV" indicators. Remember that CV steel takes some extra care to maintain its bright, shiny appearance. We recommend keeping a thin coat of oil on these blades after each use.