
Warranty & Repair

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.

How our warranty and knife repairs work

Warranty Repairs

If you believe your Case knife has a manufacturing defect, **complete our warranty / repair form**. Then follow the simple steps to send in your knife for service. All repairs are made with currently manufactured parts.

We recommend you do not send in any collectible boxes, tins, tissues, or original paperwork with the knife. Please allow 6-8 weeks for service.

Warranty Replacements

If your knife meets our warranty guidelines and cannot be repaired, we may, at our discretion, offer to replace it with a currently manufactured knife that most closely matches the one you sent. If you decide to accept the replacement knife option, your old knife cannot be returned. A knife with sentimental or collectible value will be returned and not replaced as noted.

TecX



TecX does not warrant its products against normal wear or misuse. TecX 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. This warranty gives you specific legal rights and you may have other rights which vary by area.

TecX will attempt to repair any knife that may have a defect in material or workmanship. If repairs cannot be made, you will be offered a new knife. However, if the knife holds sentimental value or is a collector's item and cannot be repaired, TecX is not responsible for offering a replacement or repayment that is equal in value. TecX will furnish a currently manufactured item that most closely matches the item sent for repair.

Southern Grind



Under this limited warranty, Southern Grind will repair or replace any knife that is defective in material or workmanship as determined by Southern Grind in its sole discretion. This limited lifetime warranty is non-transferable and does not cover normal wear and tear, rust, damage, or breakage due to improper use, abuse, accident, negligence, lack of maintenance, or modifications by anyone other than Southern Grind, as determined by Southern Grind in its sole discretion.