



## Warranty Service Form

Benchmade Knife Company, Inc. warrants to the owner that their genuine Benchmade knife will be free from defects in materials and workmanship. Benchmade will, without charge, repair or replace at our (Benchmade's) option, any genuine Benchmade knife returned for Warranty work and found to be defective by Benchmade. Each new Benchmade knife is packaged with written documentation of the Benchmade Warranty, please review the warranty coverage before sending knives in under warranty claims. **The warranty does not cover cosmetic, normal wear and tear, abuse or loss.**

The Benchmade Lifetime Warranty only applies to genuine Benchmade products. Proof of purchase or registration is not required. Knives which are determined by Benchmade to be counterfeit (see the Counterfeit Goods Acknowledgment) are not entitled to our warranty coverage and if sent in, will not be returned.

To receive warranty service on your knife follow these steps:

1. Fill out the information below
2. Sign the Counterfeit Acknowledgement Form
3. Send in the completed paperwork with the knife. The knife must be shipped by owner (or Benchmade dealer), prepaid and insured (optional), together with a description of the problem. We recommend you use a box NOT a padded envelope, as they are not sturdy enough for our knives. Please do not send the original box with your knife. We cannot return them. Multiple knives may be shipped in the same box and with one form. We no longer require the \$5 for return freight.

**ARE YOU SENDING AN AUTOMATIC KNIFE?** Any automatic knife (button activated spring-opening) returned for warranty service from outside of Oregon must also include either a signed copy of the "Auto Knife Opening Acknowledgment Form," or have been signed online in the last six months, or be returned through an authorized Benchmade dealer. *Please note: To qualify to sign the AKOA form you must fall under one of the five categories listed in the Federal Statute as listed on the AKOA form with signature). No exceptions will be made.*

**SEND YOUR KNIFE TO:  
BKC, Inc. Attn: Warranty, 300 Beaver Creek Rd. Oregon City, OR 97045**

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**Please fill out the following information and include with your knife to ensure its safe return.**

We recommend having your knife returned to a street address (versus PO Box) where someone will be available to receive the package during the day. If you are unavailable during standard delivery hours, we suggest a work address, a trusted family member or a friend as packages may be left without signature.

**(Please print clearly)**

Customer: \_\_\_\_\_

Model(s) (if known): \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Active Military/Public Safety? Branch?  no  yes Branch: \_\_\_\_\_ Signed AKOA online

**If we are returning the knife to a Benchmade dealer, please provide information below:**

Dealer: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Please identify issues, repair requests, or non-warranty requests (blade/handle replacements) please list them below and **let us know if there are any parts we should NOT replace.** We will contact you for payment for any non-warranty warranty items.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please note it takes approximately 3-5 business days for knives to be logged into our system once it arrives at our factory and a notification email will be sent to you. (UPS only: Tracking email will be sent once knife ships.) If you should have any further questions please visit our website at [benchmade.com/warranty-service](http://benchmade.com/warranty-service)



## Counterfeit Goods Acknowledgment

**Please read and sign the following Counterfeit Goods Acknowledgment and include it with your knife in order to ensure that your Repair Request is processed.**

By signing this Counterfeit Goods Acknowledgement and by sending in your knife for repair, you agree to the following:

(a) If a knife returned for warranty work is found to be an actual or suspected counterfeit or replica item, Benchmade shall have the right to impound the knife for further investigation of its authenticity. Benchmade shall not be liable to you, or anyone else, for payment of the price of any suspected counterfeit knife under investigation. If Benchmade, in its sole discretion, determines that the knife you returned for repairs is a counterfeit, Benchmade has the right to permanently impound and/or destroy the knife. Knives determined to be counterfeit will not be returned to you.

(b) Benchmade shall have the right to conduct destructive examinations to verify the authenticity of any knife Benchmade receives which it suspects to be a counterfeit. Benchmade shall not be liable to you, or anyone else, for the price of any knife destroyed by examination if it is later found to be a counterfeit.

(c) Benchmade's investigation may include the participation of third parties or governmental investigative agencies as required by law. By signing this Counterfeit Goods Acknowledgement and by sending in your knife for repair, you agree to cooperate in good faith with any investigation conducted by Benchmade, third parties, and/or governmental agencies, including, but not limited to, cooperating with investigations to identify the seller or source of the counterfeit goods by providing the name, location, and other identifying information about the seller.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_