

Warranty Terms and Conditions Kuidaore

NOTE: Kuidaore knives are made with the highest quality and care. You invest in our knives for a lifetime. For this reason, we offer an extended warranty of 10 years!

Article 1. Definitions

Defect(s): abnormality to a product existing at the time of delivery such as defects and malfunctions, which are the result of manufacturing and / or faulty materials or the lack of (agreed) specific essential requirements and / or characteristics, resulting in an unfulfilled contract.

Product(s): these Warranty Conditions solely apply to Kuidaore brand Products.

Kuidaore: Kuidaore, registered in The Hague at the chamber of commerce with number 78259622.

User: the person who purchased the Product.

Written or in Writing: in writing shall also be understood to mean by fax or e-mail or any other means of communication which can, given the state of technology and conventional practices, be considered as equivalent.

Article 2. General provisions

2.1. This warranty is in addition to and does not affect the rights that the Dutch law grants to you.

2.2. When personal data is collected in relation to this Warranty Conditions, these will be processed in accordance with the legislation applicable at the time of collection.

2.3. If the (same model of the) relevant Product is no longer available at the time of repair or replacement, Kuidaore has the right to repair or replace the Product with a comparable product.

Article 3. Defects covered by this warranty

3.1. All product is guaranteed to be free of defects in materials and craftsmanship. Warranty only applies to defects caused by the manufacturing and assembly of the product.

3.2. Damage that the User can claim, will be limited to direct damage as a result of that shortcoming, with a maximum of the original purchase price of the Product. Explicitly excluded is liability for any business interruption, consequential or indirect damage.

3.3 Products must be inspected by Kuidaore to establish replacement or repair at our discretion.

Article 4. What is not covered by this warranty?

4.1. Before taking the steps to return damaged product for inspection, please review the following circumstances where possible misuse would void the product guarantee.

4.2. Normal wear and tear.

4.3. Intentionally inflicted damage.

4.4. Damage as a result of improper or careless use or storage.

4.5. Damage resulting from non-compliance with instructions for use or other apparent incorrect maintenance.

4.6. Small cosmetic Defects that do not affect the functioning of the Product.

4.6. Explicitly excluded from this warranty are 1.) bent or broken tips or edges, 2.) damage caused by exposure to water and 3.) edge and/or general damage created by improper sharpening and/or edge care.

Article 5. Warranty period

5.1. The warranty starts after the expiration of the legal guarantee which is 2 years.

5.2. The total warranty period (including the legal warranty) is 10 years, starting at the day of the purchase or delivery of the product.

Article 6. Notification

6.1. You must present the proof of purchase of the product to make a warranty claim.

6.2. Warranty claims must be communicated in writing to Kuidaore within the warranty period.

6.3. The user must notify Kuidaore of the Defect within 30 days of becoming aware of, or reasonably could have been aware of, the defect.

6.4. The written notification must contain an accurate description and image of the defect.

6.5. Please contact Kuidaore before sending your product because it may not be necessary to return the product.

Article 7. Additional provisions

7.1. If Kuidaore has repaired or replaced a product within this warranty, the original warranty period will remain applicable and will not be renewed.

7.2. This guarantee is not transferable and cannot be redeemed in cash.

7.3. All parts or products which are replaced within this warranty will become the property of Kuidaore.

Article 8. General conditions and applicable law

8.1. Unless otherwise stipulated in these Warranty Conditions the General Terms and Conditions of Kuidaore shall apply.

8.2. These Warranty Conditions shall be exclusively governed by Dutch law.