



## Return Policy

### Knork Flatware Internet, Telephone and Mail Order Return Policy

Any unused merchandise or merchandise damaged during shipment may be returned to Knork Flatware for a refund/exchange within \*30 days of the date your order was received. We will only refund shipping charges if we have sent the wrong item or if the item was damaged during shipment.

To ensure that we process your return according to your wishes, please follow the procedure outlined below when returning your merchandise to Knork:

1. Pack and seal all Knork products to be returned or exchanged securely, in the original package if possible, along with copies of the original invoice if no invoice, include return information – name, order number, reason for return.
2. Ship your return or exchange prepaid to the following address:  
Knork Flatware  
Return Goods Dept.  
101 S Evans  
Newton, KS 67114
3. Knork Flatware reserves the right to assess a minimum \$25 handling fee on returned items.
4. Credit are applied to returns when returned in their original packaging within 30 days.
5. When returning product purchased through a retailer, please indicate the approximate date of your purchase in your return.

**If you have any questions, please call Knork Customer Service at 1-877-566-7548**

#### **Customer Service hours:**

Monday through Thursday: 8:00am-4:30pm CST

Friday: 8:00am-3:30pm CST