



Return Policy

updated 7/2018

For www.knork.net online orders and special phone orders

We want you to be happy with your purchase and genuinely love your new Knork products. If we ship an incorrect item, or your pieces arrive damaged or with an issue, please give us a call at 877-566-7548. Typically, we can easily resolve any issues with one phone call or email!

We also understand that sometimes products don't work out, or aren't as you expected. If you change your mind about keeping an order, please note that we accept return of unused products in their original packaging for a refund/exchange for up to 30 days of the receipt of the product.

1. Pack and seal all Knork products to be returned or exchanged securely, in the original package if possible, with all order information you can provide (transaction receipt, order #, and customer name is helpful for expediting the refund process.)
2. Ship your return or exchange prepaid to the following address:
Knork Flatware
Return Goods Dept.
101 S Evans
Newton, KS 67114
3. Credit is applied to unused product that arrives to us in original packaging within 30 days of receipt. Sorry, but we cannot refund shipping charges assessed on initial orders.
4. If you would like us to create a return label to use, please send us an email at email@knork.net, and we will email you a label from our carrier of choice. The return cost will be deducted when the refund is processed.

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