

Free shipping on all orders over \$59.99!



Warranty Information

IF YOU HAVE A WARRANTY CLAIM PLEASE REVIEW THE BELOW INFORMATION AND FOLLOW THIS PROCESS:

* Contact Ginsu Customer Service at ginsucs@sfconsumerbrands.com. Please include your all contact information including name, phone #, email address, and physical shipping address. Write a description of the situation, the knife model, and an image if possible.

* If you do not have access to email please send written correspond to the address below or call 1-833-554-4678.

GINSU
101 Production Dr.
Harrison , OH 45030

*** DO NOT MAIL IN THE PHYSICAL KNIFE. THIS WILL DELAY THE WARRANTY CLAIM PROCESS!**

* Customer Service will provide instruction on whether to send in the broken product or not, and information on how we are processing your warranty claim.

QUIKUT AND NURI SERIES CUTLERY - LIMITED 1 YEAR WARRANTY

Quikut and Nuri Series cutlery are warranted to be free from defects in materials and workmanship for 1 year from the original date of purchase. In the unlikely event that a defect exists during that time period, please follow the warranty claim process detailed above.

KODEN, KOTTA, KISO, DAKU, AND ESSENTIAL SERIES CUTLERY - LIMITED LIFETIME WARRANTY

Koden, Kotta, Kiso, Daku, and Essential Series cutlery are warranted to be free from defects in materials and workmanship for as long as you own the product. In the unlikely event that a defect exists, please follow the warranty claim process detailed above.

CHIKARA SERIES CUTLERY - LIMITED LIFETIME WARRANTY

Chikara Series cutlery is warranted to be free from defects in materials and workmanship for as long as you own the product. In the unlikely event that a defect exists please follow the warranty claim process detailed above.

GINSU LICENSED PRODUCTS

GINSU does license its' brand name to licensors who make and distribute products bearing our name and brand. If you encounter an issue with a Licensed product please contact the licensor for assistance in repair or replacement. For Brand Partners products (Presto Chopper, Multi Piece Chef Set, Disposable Cutting Mat, Chop & Spiral) support@brandptr.com and for Cooler Kitchen products (multi colored cutting mats) products@coolerkitchen.com.

FOREVER SHARP PROMISE

The Forever Sharp Promise is a slogan that appears on our KISO & DAKU knives as well as some select licensed products. It should be interpreted that the knife or product's blade will remain sharp for the duration of its lifetime. It is not a legal promise or guarantee that the knife will be sharp until the end of time.

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