

Q: WHAT DO I DO IF MY FOLDING KNIFE BLADE BREAKS?

If your knife blade breaks, please call our customer service department at 877.269.8490 and they will assist you with a warranty exchange. If the knife was purchased from a SOG authorized seller, has not been abused, and does not meet its specifications (specs), then the knife will be covered under warranty.

Q: WHAT DO I DO IF MY FIXED BLADE BREAKS?

If the blade on your knife breaks, please call our customer service department at 877.269.8490 and they will assist you with a warranty exchange. If the knife was purchased from a SOG authorized seller, has not been abused and doesn't meet its specifications (specs), then the knife will be covered under warranty.

Q: WHAT DO I DO IF MY PLIER BREAKS?

If the plier breaks, please call our customer service department to assist with a possible replacement if it falls within the warranty time frame. If the tool was purchased from a SOG authorized seller and we determine it is a manufacturing defect in materials or workmanship, we will replace your tool with a like product.

Q: WHAT ABOUT SOG PACKS MADE BY TORG?

If your pack does not have a hard-molded top pocket and Hypalon MOLLE field, it was made by TORG - The Outdoor Recreation Group, a quality gear manufacturer, under the SOG license. These packs have a lifetime guarantee by TORG. Contact TORG directly at 800.438.3353.

Free Sharpening

Send in any SOG brand knife and we will sharpen it for free*! Just pay *\$10.00 for Shipping and Handling. We do not sharpen other makes/manufacturers knives under any circumstance, as well as counterfeit knives or knives found to be fake. SOG reserves the right to deny sharpening service to any knife that is unsafe or unable to be sharpened.

To return a SOG brand Knife for sharpening. You must receive a Return Authorization number received from our Customer Service Team. You can reach them at 877.269.8490. They will need the following information-

How many Knives you are returning for Sharpening? *Quantity

What type of knife and/or knives? *You will need to have the model number.

We require a Credit Card and/or debit card payment for shipping and handling of *\$10.00 at the time of requesting a knife sharpening return authorization.

Once you receive the Return Authorization number, you will need to do the following:

A safely and securely packaged knife.

A piece of paper with your return shipping information and contact information- the following information is needed- Name, Address, Best Contact number and email address) and include the RA number.

Send it to:

SOG

ATTN: SOG Sharpening

5250 Frye Rd

Irving, TX 75061

Note: GSM Outdoors is not responsible should an item(s) for sharpening is lost in transit. We will not accept tracking information and/or delivery without prior approval as validation that we have received the item without obtaining Return Authorization number prior to shipment. All packages received without a return authorization number will be refused. We re-sharpen knives in batches, it may take up to four weeks depending on season and workload to return your knife to you.

WARRANTY/ RETURNS

Lifetime Warranty - Products

Knives & Blades: We stand behind our products 100%. We subject them to the highest standards in the industry and strive to make each as perfect as possible. We warrant that this product is free of defects in workmanship and materials. This warranty does not cover normal wear and tear,

resharpening, damage caused by misuse, lack of normal maintenance, or disassembly. Remember, anything can break or fail if subject to sufficient abuse. So please do not use this product inappropriately.

Non-Blades: We stand behind our products 100%. We subject them to the highest standards in the industry and strive to make each as perfect as possible. We warrant that this product is free of defects in workmanship and materials. This warranty does not cover normal wear and tear, damage caused by misuse, lack of normal maintenance, or disassembly. Remember, anything can break or fail if subject to sufficient abuse. So please do not use this product inappropriately.

SOG products are covered by a Limited Lifetime Warranty.

At GSM Outdoors, our customers are our number one priority, and we want them to know we stand proudly behind every item bearing our name. Tampering with or altering the unit will void the warranty. Any unauthorized service will void the warranty. A return Authorization (RA) number must be obtained from customer service at 877-269-8490 prior to returning the product.

USING YOUR OWN SHIPPING METHOD

You can send items back to us at the address below using any other method that can provide tracking to prove shipment.

Once we receive your package, we will promptly process your return or exchange.

We are not responsible for items lost in transit.

We do not accept COD returns. Packages will be refused and sent back to the originator.

WE ARE NOT RESPONSIBLE FOR ANY PRODUCT SENT TO US WITHOUT A RETURN AUTHORIZATION

Return Address:

GSM Outdoors

5250 Frye Road

Irving, TX 75061

[Request Return Authorization](#)

[Request Warranty Replacement](#)

NON-WARRANTED ITEMS & NON-RECOMMENDED USES

Rusted, spotted, or stained blades or handles; broken or bent blade tips; worn tool components; scratched coatings or finishes; worn or torn TPR grips, sheaths, pouches; and broken/lost thumb studs.

Fixed blades, folding knives, and tools are useful in a wide variety of applications and circumstances, and while uses and applications for each blade and tool may vary, a general rule for most is “Don’t use it to pry.” It is certainly tempting to do so, given that they are an ideal size and shape for prying, however, a blade is designed specifically to cut and hold an edge. The metallurgy of the blade and design of the pivot on a folding knife and multi-tool isn’t suitable to be leveraged laterally and will break when enough force is applied. Additionally, the surface can be damaged and scratched by the material it is pushed against. It’s best to leave prying to crow bars and screwdrivers, as signs of prying may void your warranty.

Folding knives are designed to be portable utility tools and are made primarily for cutting and puncturing. While the abilities of your knife may vary by design and size, general guidelines do not recommend using your folding knife for throwing, chopping, or pounding and those tasks can weaken or break your knife's locking mechanism and pivot.

Broken handles on fixed blades cannot be repaired and will be replaced with the same item or closest equivalent. Call for more details.

Because SOG cannot control the quality of products sold by unauthorized sellers, this warrant applies only to SOG products that were purchased from SOG or a SOG authorized seller, unless prohibited by law.

If you have questions about anything regarding the warranty and/or sharpening or just want to say “Hi” and thank us for making such great products, we’d love to hear from you.

Toll Free: 1-877-269-8490

Email: customerservice@gsmorg.com

GSM OUTDOORS, LLC reserves the right to change specifications, prices, and information on this website without notice.

SOG UNCONDITIONAL POCKET CLIP WARRANTY

Pocket clips can be broken if they are accidentally caught on foreign objects while wearing. To help prevent such occurrences, SOG recommends that you wear your knife in your front pocket, with the knife inside your pocket. If, for whatever reason, your clip bends or breaks and you would like to receive a replacement. Damage to a knife handle because a clip has snagged is not considered "normal," and any such damage will be assessed under warranty. Learn more about replacing pocket clips in Knife & Tool Care.

+1 877-269-8490

Monday-Friday

8am-5pm CST

5250 Frye Rd Irving, TX 75061 USA

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