


[Home](#) | [Order Status](#) | [How To Buy](#) | [Catalog Request](#)
[Canadian Residents Click Here](#)
[the café](#) | [Customer Service](#) | [Forever Guarantee](#) | [Sharpening](#)
[> CUTCO Owners Click Here](#)
[Kitchen Sets](#)
[Individual Knives](#)
[Table Knives & Flatware](#)
[Gift Sets](#)
[Accessories & Gadgets](#)
[Woodblocks & Trays](#)
[Sporting Knives](#)
[Cookware](#)
[Garden Tools](#)
Product Search


Customer Service
[Catalog Service Center](#)
Phone 1-800-633-8323

[Customer Service](#)
Phone 1-800-828-0448

[Advanced Search](#)
[Customer Service](#)
[Contact Us](#)
[Order Status/Tracking](#)
[Print Invoice](#)
[How To Buy Cutco](#)
[Catalog Request](#)
[Gift Services](#)
[How To Sell Cutco](#)
[Forever Guarantee](#)
[Sharpening](#)
[Repair](#)
[Exchanges](#)
[Returns](#)
[Sales Tax](#)
[Shipping / Handling](#)
[FAQ's](#)
[Tell Us What You Think](#)
[Change Address](#)
[Email Unsubscribe](#)
[Privacy Policy](#)
[Site Map](#)

FREQUENTLY ASKED QUESTIONS

Service

- [What is the Forever Guarantee?](#)
- [How do I have my knives sharpened?](#)
- [One of my CUTCO products has broken, what should I do?](#)
- [How long should sharpening or repair service take?](#)
- [How do I get a catalog?](#)
- [Can I return or exchange my CUTCO?](#)

What is the Forever Guarantee?

FOREVER GUARANTEE

AT CUTCO we stand behind our products with a FOREVER satisfaction guarantee. We want every CUTCO customer to be a satisfied customer FOREVER. The guarantee has several important elements.

FOREVER PERFORMANCE GUARANTEE

If at any time you are not completely satisfied with the performance of your CUTCO product, we will correct the problem or replace the product. Simply send the product with an explanatory note to the address below.

FOREVER SHARPNESS GUARANTEE

CUTCO Knives with the Double-D® edge will remain sharp for many years, but after extended use they may need sharpening. For sharpening of Double-D® or straight-edged knives, send them along with a return shipping and handling fee of \$6.00 (1-3 items) or \$9.00 (4 or more items) to the CUTCO address below.

FOREVER REPLACEMENT SERVICE AGREEMENT FOR MISUSE OR ABUSE

Should you damage your CUTCO through misuse or abuse, we will replace the item for half of the current retail price. Send the product with an explanatory note to the CUTCO address below.

15 DAY UNCONDITIONAL MONEY BACK GUARANTEE

If at any time within fifteen (15) days after receipt of your CUTCO you are not satisfied with your purchase for any reason you may get a full refund of your purchase price by contacting CUTCO Customer Service at the address below.

[Open Service Request Form](#)

US

CUTCO Cutlery Sharpening/Repair
322 Houghton Avenue
Olean, NY 14760
1-800-828-0448

Canada

CUTCO Cutlery Returns
2172 Wycroft Rd, Unit #1
Oakville, ON L6L 6R1
1-800-361-8800

Or drop it off in person

CUTCO Visitor's Center
1040 East State Street
Olean, NY 14760
1-716-790-7000

Visitor's Center Hours

Monday - Friday 9 a.m. - 5 p.m.

Saturday 10 a.m. - 4 p.m.

Memorial Day - Christmas

Due to the personalization, engraved or monogrammed products cannot be returned under the Unconditional Money Back Guarantee. All other aspects of the Forever Guarantee do apply.

The CUTCO FOREVER GUARANTEE is intended solely for consumer/in-home use.

CUSTOMER SERVICE PLEDGE

At CUTCO, our pledge is to guarantee our customer 100% satisfaction.

CUTCO Customer Service, 322 Houghton Avenue, Olean, N.Y. 14760 or call 1-800-828-0448

[Back to top](#)**How do I have my knives sharpened?****FOREVER SHARPNESS GUARANTEE**

All CUTCO products are covered with the Forever Guarantee. CUTCO knives with the Double-D® edge will remain sharp for many years, but after extended use they may need to be factory resharpened.

[Open Service Request Form](#)

Shipping, Packaging & Cost

Ship your product to:

CUTCO Cutlery Sharpening/Repair
322 Houghton Avenue
Olean, New York 14760

The cost for resharpening is free, however there is a return shipping/handling fee of \$6.00 (1-3 items) or \$9.00 (4 or more items). Please make your check payable to CUTCO.

Insure your package for its current retail value and save your receipt. To protect everyone who may handle your shipment, be sure to cover the blade(s) with the original protective cardboard sheaths. If you did not save these, you can use cardboard (cereal box cardboard works well). Be sure to cover the entire blade of the knife. Avoid using tape directly on the blades and handles. Place them in a cardboard box with extra packing material to keep them secure during shipping. Do NOT ship knives in padded envelopes.

Enclose a return card or a note explaining what service you are requesting. Remember to include your name, address, phone number and email address so we can promptly return your product.

After your CUTCO is received in Olean, please allow 2 to 3 weeks for the processing and return of your products. You may call Customer Service at 1-800-828-0448 for a time estimate.

[Back to top](#)

One of my CUTCO products has broken, what should I do?

FOREVER PERFORMANCE GUARANTEE

If at any time you are not completely satisfied with the performance of your CUTCO product, we will correct the problem or replace the product. Simply send the product to the address below.

FOREVER REPLACEMENT SERVICE AGREEMENT FOR MISUSE OR ABUSE

Should you damage your CUTCO through misuse or abuse, we will replace the item for one-half of the current retail price - plus shipping/handling and tax.

[Open Service Request Form](#)

Ship your product to:
CUTCO Cutlery Return/Repair
322 Houghton Avenue
Olean, New York 14760.

Insure your package for its current retail value and save your receipt. To protect everyone who may handle your shipment, be sure to cover the blade(s) with the original protective cardboard sheaths. If you did not save these, you can use cardboard (cereal box cardboard works well). Be sure to cover the entire blade of the knife. Avoid using tape directly on the blades and handles. Place them in a cardboard box with extra packing material to keep them secure during shipping. Do NOT ship knives in padded envelopes.

Enclose a return card or a note explaining what service you are requesting. Remember to include your name, address, phone number and email address so we can promptly return your product.

After your CUTCO is received in Olean, please allow 2 to 3 weeks for the processing and return of your products. You may call Customer Service at 1-800-828-0448 for a time estimate.

[Back to top](#)

How long should resharpening or repair service take?

After your CUTCO is received in Olean, please allow 2 to 3 weeks for the processing and return of your products.

[Back to top](#)

How do I get a catalog?

Please [Request A Catalog](#).

[Back to top](#)

Can I return or exchange my CUTCO?

15 Day Unconditional Money Back Guarantee

If at any time within fifteen (15) days after receipt of your CUTCO you are not satisfied with your purchase for any reason you may get a full refund of your purchase price by contacting CUTCO Customer Service.

Note: Due to the personalization, engraved or monogrammed products cannot be returned under the Unconditional Money Back Guarantee. All other aspects of the Forever Guarantee do apply.

Exchange Procedures

If at any time within fifteen (15) days after receipt of your CUTCO you would like to exchange an unused item for a different item, please contact CUTCO Customer Service at 1-800-828-0448.

Note: Due to the personalization, engraved or monogrammed products cannot be returned under the Unconditional Money Back Guarantee. All other aspects of the Forever Guarantee do apply.

[Open Service Request Form](#)

Ship your product to:
CUTCO Cutlery Exchange>Returns
322 Houghton Avenue

Olean, New York 14760.

Insure your package for its current retail value and save your receipt. To protect everyone who may handle your shipment, be sure to cover the blade(s) with the original protective cardboard sheaths. If you did not save these, you can use cardboard (cereal box cardboard works well). Be sure to cover the entire blade of the knife. Avoid using tape directly on the blade and handles. Place them in a cardboard box with extra packing material to keep them secure during shipping. Do NOT ship knives in padded envelopes.

Enclose a return card or a note explaining what service you are requesting. Remember to include your name, address, phone number and email address so we can promptly return your product.

After your CUTCO is received in Olean, please allow 2 to 3 weeks for the processing and return of your products. You may call Customer Service at 1-800-828-0448 for a time estimate.

Refunds

Credit Card refunds are done immediately via electronic transfer. Please verify with your Credit Card Company to make sure the credit has been posted to your account.

If your order was paid by check or money order, a refund check will be processed.

[Back to top](#)

Should you have further questions please call CUTCO Customer Service, 1-800-828-0448 or [email us](#).

[Back to top](#)

[Company Info](#) | [Privacy Policy](#) | [Vector Marketing Careers](#) | [Contact Us](#)

[Recipes / Tips](#) | [Site Map](#) | [CUTCO Gift Registry](#)

Call now 1-800-828-0448

© 2008 All Rights Reserved by Alcas Corporation. 1116 East State Street, Olean, New York 14760