

Return to Vendor Policy

GERBER

Basic Policy Information

Gerber wants to us to direct customers with defective/damaged knives to the consumer's warranty process. If you find a defect on the sales floor that has not been sold, you may RTV the item for credit. No credit for Customer satisfaction issues.

Exceptions

If customer refuses to do this through warranty and you need to satisfy them, you may RTV, but it is best to refer them to the company's warranty process (see link below). If we have to RTV the knife it will only be repaired for us, which in turn only gives us a "refurbished" knife, which we may or may not be able to re-sell.

Vendor Requirements (Proof of Purchase, Etc.)

Warranty Links and/or Additional Information

www.gerbergear.com/en-us/support/warranty