

Return to Vendor Policy

BENCHMADE KNIVES

Basic Policy Information

ONLY RTV PRODUCT FOUND TO BE DEFECTIVE ON THE SALES FLOOR. ALL OTHER CUSTOMERS ATTEMPTING TO RETURN GOODS MUST GO THROUGH BENCHMADE AND THEIR WARRANTY PROCESS...DO NOT ACCEPT A BENCHMADE KNIFE AS A RETURN FROM THE CUSTOMER, DIRECT THEM DIRECTLY TO BENCHMADE

Exceptions

THERE ARE NO EXCEPTIONS, DO NOT RTV CUSTOMER OWNED GOODS, IF YOU ACCEPT A RETURN YOU CAN MARK IT OUT OF STOCK BUT DO NOT RTV. SEE INFO BELOW AND EMAIL OUT TO MANAGERS IN REGARD TO PROCES INCLUDING HOW TO DEAL WITH AUTOMATIC KNIVES

Vendor Requirements (Proof of Purchase, Etc.)

Warranty Links and/or Additional Information

<https://www.benchmade.com/warranty-service>

PLEASE USE FORMS ON SITE, PRINT OUT COPIES FOR THE KNIFE SHOP TO HAND OUT TO INCOMING CUSTOMERS

*****AUTOMATIC KNIVES:** You may fill out the warranty and repair form with the customer at the store for an automatic knife **BE SURE TO CHARGE** them shipping, allow the company to ship the product back to your mast store (fill that in on the paperwork) because they cannot ship automatics to residential addresses, it must go back to dealers or other authorized people. This is the only time you need to deal with the warranty and repair of the knife at the store level. **ALL other defects, sharpening needs, damages and repair needs, just give them the paperwork.**

Call Customer Service

For general customer support and LifeSharp service support during business hours below:

Toll Free: [1-833-557-2526](tel:1-833-557-2526)

Int'l: [1-503-655-6004](tel:1-503-655-6004)

Monday-Friday 9:00AM-5:00PM **PST**

See Email Below that was sent 10-29-21

Dear ALL STORES:

RTV VENDOR INFORMATION



The following is what to do in regard to Benchmade knives:

Benchmade has an excellent repair warranty and sharpening service for customers, and it is time to utilize that option. Everyone is aware in our knife department that there is a warranty form and a sharpening option, and we tend to use it. Moving forward, if a customer brings in a knife from Benchmade you can give them the paperwork for the warranty, repair service and sharpening and then send them on their way, they can take care of the paper work and take it to be shipped at their leisure. If they they need help with the paper work, you can help them, and we can ship it for them **BUT MAKE SURE TO CHARGE THEM SHIPPING**. There is a way in the POS system to charge for shipping and that guide is posted on Mainstreet.

The only exception to this is when it comes to AUTOMATIC KNIVES. Benchmade cannot ship back the automatic knife to the customer for a residential address, but once it is repaired or sharpened, they can send it back to a dealer. We can be the middleman for sending out and accepting back an automatic knife for a customer. BUT, this must first be done at the store level, not through 99/RTV. You can ship the automatic for them, **BUT MAKE SURE TO CHARGE THEM SHIPPING**, and you can receive the knife back from Benchmade for the customer and contact the customer when it arrives. The information for Benchmade Policy will be posted up on Mainstreet by Monday November 1st.

Kara Brazas

Mast General Store

RTV Clerk/Supply Procurement

200 Punkin Center

Banner Elk, NC 28604

828-963-6511

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