

Return to Vendor Policy

BLUE RIDGE KNIVES

Basic Policy Information

Blue Ridge Knives sells us several different brands. Once the knife is sold BRK will not help us. If there is a “warranty” inside the brand of knife packaging, you must direct the customer to that warranty. Due to numerous and various brands sold under Blue Ridge Knives there is no way to break that down. You will have to check the product packaging and look for a warranty to back up the customer. **DO NOT RTV ANYTHING CUSTOMER OWNED**, instead direct them to any information the brand provides with the knife. If you feel like you need to accept the return from the customer then you will have to mark it out of stock. If you feel it is a simple fix, you can transfer it to Seth at the Original Store and he can fix it and sell it as refurbished depending upon it’s condition. If he cannot fix it, you will have to accept it back from him and MOS. Feel free to call Seth and discuss issue.

IF you find a damage or defective product on the sales floor that has not been sold, you may RTV item.

Exceptions

NONE

Vendor Requirements (Proof of Purchase, Etc.)

Use individual manufacturer warranties

Warranty Links and/or Additional Information

CHECK PACKAGING FOR INDIVIDUAL MANUFACTURER WARRANTIES. BLUE RIDGE IS A “DISTRIBUTOR” AND THEY WILL NOT GIVE CREDIT FOR CUSTOMER OWNED GOODS.