WILSON COMBAT KNIFE CUSTOMER SATISFACTION POLICY

Thank you for purchasing a Wilson Combat® knife. Since 1977, we have strived to provide our valued customers superior firearms, parts, and accessories, including knives. Our policy of 100%, complete customer satisfaction is the cornerstone of doing business with Wilson Combat®. We want every experience you have in dealing with us to be pleasant and rewarding and we take pride in how we deliver our products and services.

If for any reason you are unhappy with a Wilson Combat® knife, Wilson Combat® service, or how your issue has been addressed by an employee of Wilson Combat®, feel free to contact our Customer Service Director at info@wilsoncombat.com.

In the event that you need to return or exchange a knife, please follow the instructions on our Merchandise Return Form or email us at info@wilsoncombat.com.

Since knives are tools that are often misused we are forced to limit our service policy on Wilson Combat® manufactured knives to include returns or exchanges of new, unused product or sharpening at a nominal fee.

The Wilson Combat® Customer Satisfaction policy does not cover normal wear and tear, resharpening of the blade, damage caused by neglect, misuse or the failure to perform normal or necessary maintenance, disassembly of any knife or shipping costs for returned knives. Please do not use your new knife as a screwdriver, pry bar, chisel or punch. Do not throw your knife or use it for any purpose other than cutting. Do not chop hard materials like bone. Do not sharpen your knife on a power grinding wheel. Cracks, shrinkage or discoloration of natural handle materials (bone, pearl, wood, ivory, etc.) are not covered under our Customer Satisfaction policy.

Co-branded knives manufactured by production or custom partners must be returned to the original manufacturer for service and repairs. Please contact us at info@wilsoncombat.com for shipping information on co-branded knives.