

CUTCO SHARPENING & REPAIR

Sending your Cutco products to the Cutco factory for sharpening/refurbishment or repair is the best way to keep them cutting like the world-class products they are. It's simple to do as you can see in the step-by-step process below.



Please make sure to **clean your knives** thoroughly before returning them for sharpening or service.



Take a picture of all products you're sending in. (To keep as a record)



Cover the blades with sheaths or cardboard. Cardboard from cereal boxes works well. Do not use tape directly on the blades or handles.

For the safety of everyone who will handle your shipment, please package your knives carefully. Tape can leave a residue that is unsafe for our team to remove. Due to this safety hazard, knives received with tape on the blade will be returned with residue still on the blade.



Visit my website to **assess value of products**. Use value to insure the shipment.



Place all products and your form inside a shipping box.

(No cereal boxes or padded envelopes please; it should be a sturdy box that won't get crushed in transit. Stuff bubbles, paper, or similar in box to fill up any extra space.)



On the sheet you'll add to the box, please list out quantities and items of products you are sending back. (You can find item #s on the blade near the logo.)



Write the **Cutco Service address on the box** before sealing it. *(address is below)*



Ship to Cutco. *(Add value of products to label and insure it for that amount. Also, keep your tracking code until you're sure they've arrived at Cutco.)*



Keep an eye on your email. *(You should get notifications from Cutco when they process your service request and again when they ship them back to you.)*



You should have your **Cutco back in 2 to 3 weeks**...working again like new. *(Email or text me if you have any questions.)*

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Cutco stands behind their products; All Cutco products are backed by The Forever Guarantee. We want you to be a satisfied customer **FOREVER**.

Please fill out the online form or write out your own note, add it to your box with your Cutco products, and ship to Cutco. Be sure to include your address, phone, and email so Cutco knows whom to reach if they have any questions, whom to return your products to, and whom to send updates to throughout the process.

It's highly recommended you use the online form
(found at my website / sharpening)
which gives you a sheet to print and include in the box with your Cutco. If you aren't, please add all of this info to the note you send as well:

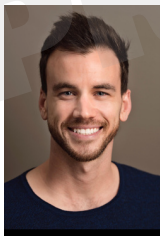
Your Name
Your Street Address
Your City, State, Zip
Your mobile #
Your email

Also write "Rep: Brandon Brown #32599429"

Additional notes you may want to add:

If your items have sentimental value, and you do NOT want them replaced, even if Cutco can't fix or sharpen them, please note that too.

SHIP TO:
CUTCO CUSTOMER SERVICE
322 HOUGHTON AVE
OLEAN, NY 14760
800-828-0448



Your Knife Guy for Life,

Brandon Brown

626-676-2106

BrandonCutco@gmail.com

www.MyCutcoRep.com/BrandonBrown

Independent Cutco Sales Professional