

CANGSHAN

Shipping - Returns - Refunds

THE LEGAL AGREEMENTS SET OUT BELOW GOVERNS YOUR USE OF THE WEB STORE OF CANGSHAN CUTLERY COMPANY (COSTCO.CANGSHANCUTLERY.COM).

THESE POLICIES REQUIRE YOU TO ARBITRATE DISPUTES, WAIVE YOUR RIGHT TO A JURY TRIAL AND LIMIT THE MANNER IN WHICH YOU CAN SEEK RELIEF FOR ANY ALLEGED BREACH OF THESE TERMS TO THE FULLEST EXTENT PERMITTED BY LAW.

Any dispute or claim relating in any way to these POLICIES of use, this website, or any products or services sold or distributed by or through this website, will be resolved by binding arbitration, rather than in court, except that you may assert claims in small claims court if your claims so qualify. The Federal Arbitration Act and federal arbitration law will apply to any arbitration conducted in connection with these terms and conditions, and any such arbitration will be conducted confidentially by a single arbitrator in accordance with the rules of the American Arbitration Association ("AAA"). To the fullest extent permitted by law, we each agree that any arbitration or other dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated or representative action. You and Cangshan Cutlery Company agree, to the fullest extent permitted by law, to waive any objection based on lack of personal jurisdiction, place of residence, improper venue or forum non-convenience, and you agree to give up any right to a jury trial in any such arbitration or other dispute resolution proceeding.

SHIPPING POLICY

Processing Time

Once your order has been placed, it takes approximately 2 business days (Mon-Fri) to process prior to shipment. Our primary shipping service is FedEx Ground or FedEx Home Delivery. Both are "ground" services that take 5-10 business days from coast-to-coast after pickup (all of our products ship from our headquarters in Georgetown, Texas).

Expedited Shipping

If you select an expedited shipping option at checkout, your order will be prioritized, but requires the same 2 business day (Mon-Fri) processing time at our facility prior to shipping.

Tracking

As soon as the FedEx label has been created for your shipment, a tracking number is assigned to your order. Tracking numbers do not activate until the carrier picks up the package, so please be patient if your tracking number does not show progress within 2 business days of placing your order.

Multiple Item Procedure

If you order more than one item at a time, there is a chance that they will be shipped in different packages and using different tracking numbers.

Shipping Included

Shipping is included within the United States on all orders, which will ship UPS Ground (5 business days for cross-country delivery) unless expedited shipping is selected at checkout.

RETURN AND REFUND POLICY

NO RESTOCK FEES

If your order arrives and it is not right, we will fix it, **NO NONSENSE**, we promise. Don't like the product or just not happy with it? You can return any new, unused and unaltered item within 90 days of delivery of your item. We will issue a full refund to your original payment method.

Return Instructions

1. Call **855-597-5656** or **hello@cangshancutlery.com** for Warranty Returns or Refunds.
2. Hours of operation for phone service is **between 8:30am - 4:30pm, PT.**
3. Returns can be made within **90** days from delivery.
4. Cangshan will provide a prepaid return shipping label.
5. Returns are processed with **2-14 business days** of receiving the items and refunds will be made to the credit-card used for the original transaction.

Order Cancellation / Modifications

- If you change your mind, act quickly! We turn around and process orders extremely fast.
- Orders can be modified or cancelled only while their status is labeled "**Order Received.**" Once an order has a status of "**Order Processed,**" it cannot be cancelled or modified, as the order has been processed by our warehouse and is in the queue to be shipped out.

WARRANTY RETURNS

Damaged Goods:

Please let us know ASAP if any goods arrive damaged. Please keep all original shipping containers and take pictures if possible. Damaged goods claims are handled through the shipping carrier. We will assist our customers in these claims. We only ask that customers be patient as sometimes this process can take longer than any of us would like!

Returns Process:

You can request a return merchandise authorization number (RMA#) from our email **hello@cangshancutlery.com** or call us at **+1 855-597-5656**

You have 30 days from the day the RMA# is issued to return your merchandise so please be sure ship at your earliest convenience. Please do not tape anything to the original product packaging! We need to get all products (and their packaging!) back in new condition. Place all merchandise in a shipping box; you may use the original shipping container. However, please **DO NOT** use the manufacturer's product box as the shipping container. It will arrive damaged and the package will be

rejected by our returns department. Please remember our knives are super sharp, make sure they are totally safe packed!

Returns should be shipped to the following address unless otherwise noted on your return authorization instructions:

Cangshan Cutlery Company
Attn: Returns (RMA# XXXX)
111 Halmar Cove, Georgetown, TX 78628

Please retain your return tracking information. Cangshan Cutlery Company is not responsible for packages lost during return shipment. You will receive a confirmation email from us when your return is processed which will include the full details of refund credited.

Questions / Concerns

If anything is unclear or if you have a special circumstance, give us a shout!
We can be reached by phone at **855-597-5656**.