

NAPPER'S KNIVES – RETURNS & COMPLAINTS POLICY

Effective Date: 3 September 2026

Business Name: Napper's Knives

ABN: 87 794 301 644

Location: Nicholls, ACT, Australia

Email: info@nappersknives.com.au

1. Purpose

Napper's Knives is committed to providing professional sharpening, restoration, maintenance and assessment services.

This Policy explains how concerns, complaints, service issues and requests for review are managed.

Our objective is to resolve genuine issues fairly, reasonably and professionally.

2. Scope

This Policy applies to:

- Sharpening services;
- Tool maintenance services;
- Restoration services;
- Repair services;
- Assessments;
- Quotations;
- Customer service concerns;
- Complaints relating to completed work.

This Policy does not replace any rights available under the Australian Consumer Law.

3. Customer Satisfaction

Napper's Knives aims to:

- Deliver services with reasonable care and skill;
- Communicate openly with customers;
- Provide honest recommendations;
- Perform work consistent with the agreed scope;
- Resolve genuine concerns where reasonably possible.

Where a customer is dissatisfied, we encourage early communication so that concerns can be reviewed promptly.

4. Reporting a Concern

If you believe there is an issue with work completed by Napper's Knives, please contact us as soon as reasonably possible.

Complaints should include where relevant:

- Your name;
- Contact information;
- Description of the item;
- Date of service;
- Description of the concern;
- Photographs where appropriate.

Complaints may be submitted via:

Email: info@nappersknives.com.au

5. Review Process

Where a complaint is received, Napper's Knives may:

- Request additional information;
- Request photographs;
- Request return inspection of the item;
- Review service records;
- Discuss the concern with the customer.

No determination will be made until reasonable investigation has occurred.

6. Inspection of Items

In many cases, an item must be physically inspected before a complaint can be properly assessed.

Customers may be requested to:

- Return the item;
- Make the item available for inspection;
- Provide additional information regarding use of the item after service.

Failure to provide a reasonable opportunity for inspection may limit our ability to assess the concern.

7. Sharpening Performance Expectations

Customers acknowledge that performance outcomes depend on numerous factors including:

- Steel composition;
- Heat treatment quality;
- Existing condition;
- Edge geometry;
- Previous sharpening history;
- Intended use;
- User technique;
- Ongoing maintenance.

Accordingly, differences in edge retention, sharpness perception and cutting performance do not automatically indicate that a service was defective.

8. Restoration Work

Restoration work frequently involves:

- Material removal;
- Edge reshaping;
- Reprofilng;
- Surface alteration;
- Damage repair.

Customers acknowledge that cosmetic appearance may differ from original factory condition following restoration work.

A difference in appearance or finish does not necessarily indicate unsatisfactory workmanship where the agreed restoration objectives have been achieved.

9. Circumstances That May Not Qualify for Remedy

Requests for refund, rework or compensation may be declined where concerns arise from:

- Normal wear after collection;
- Accidental damage after collection;
- Misuse;
- Improper storage;
- Improper maintenance;
- Corrosion occurring after collection;
- Changes resulting from requested restoration work;
- Hidden defects within the item;
- Manufacturing defects;
- Dissatisfaction with an outcome that was disclosed or discussed prior to the work.

Each matter will be assessed individually.

10. Pre-Existing Damage

Napper's Knives is not responsible for:

- Pre-existing cracks;
- Hidden flaws;
- Heat damage;
- Prior repair failures;
- Internal corrosion;
- Manufacturing defects;
- Structural weaknesses that existed prior to service.

Where such conditions become apparent during servicing, reasonable efforts may be made to advise the customer.

11. Remedies

Where Napper's Knives determines that a genuine service issue exists, possible remedies may include:

- Further sharpening;
- Additional corrective work;
- Partial refund;
- Full refund;
- Re-supply of the service;
- Another remedy considered reasonable in the circumstances.

The remedy offered will depend upon the nature of the issue and applicable legal obligations.

12. Change of Mind

Because sharpening, maintenance and restoration services involve labour performed on customer-owned items, change-of-mind refunds are generally not available once work has commenced.

Requests will be considered on a case-by-case basis.

13. Australian Consumer Law

Nothing in this Policy excludes, restricts or modifies any rights or remedies available under the:

Competition and Consumer Act 2010 (Cth) including the Australian Consumer Law.

Where services fail to comply with consumer guarantees, customers may be entitled to remedies available under the Australian Consumer Law.

14. Customer Responsibilities

Customers are responsible for:

- Providing accurate information;
 - Inspecting items upon collection;
 - Advising of concerns within a reasonable period;
 - Using and maintaining items appropriately after service;
 - Following any reasonable care recommendations provided.
-

15. Professional Conduct

Napper's Knives is committed to treating customers respectfully and expects the same courtesy in return.

Abusive, threatening, discriminatory or inappropriate behaviour may result in:

- Refusal of further service;
 - Termination of discussions;
 - Closure of a complaint matter.
-

16. Escalation

Where a complaint cannot be resolved through ordinary discussion, Napper's Knives will review the matter further and consider any additional information supplied.

Customers may also have rights and avenues available under applicable Australian consumer protection laws.

17. Changes to this Policy

Napper's Knives may update this Policy from time to time.

Updated versions will be published on the website and become effective upon publication.

18. Contact Details

Napper's Knives

ABN: 87 794 301 644

Nicholls, ACT 2913

Email: info@nappersknives.com.au

Questions, complaints or feedback regarding services should be directed to the above email address.