

NAPPER'S KNIVES – SERVICE TERMS & CONDITIONS

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

These Service Terms & Conditions govern the sharpening, maintenance, restoration, repair and assessment services provided by Napper's Knives.

By requesting a quote, assessment, booking or service, you agree to these Terms & Conditions.

2. Services Provided

Napper's Knives may provide services including:

- Knife sharpening;
- Tool sharpening;
- Edge maintenance;
- Restoration services;
- Edge repair;
- Chip removal;
- Tip repair;
- Reprofilng;
- Woodworking-tool sharpening;
- Woodturning-tool sharpening;
- Drill-bit sharpening;
- Garden-tool sharpening;
- Technical assessments;
- Service recommendations.

Not all services will be suitable for all items.

3. Service Requests

Service requests may be made through:

- Website contact forms;
- Email;
- Telephone;
- In-person discussions;
- Submission of photographs.

Submission of a request does not create a service contract.

All work remains subject to inspection, assessment and acceptance by Napper's Knives.

4. Assessments and Quotations

Preliminary assessments may be provided based upon:

- Photographs;
- Customer descriptions;
- Email enquiries;
- Telephone discussions.

Such assessments are indicative only.

Final recommendations, scope of work and pricing may change following physical inspection of the item.

Customers will be advised of any significant proposed changes prior to work proceeding.

5. Acceptance of Work

A service agreement is only formed when Napper's Knives accepts the item for service.

We reserve the right to:

- Decline work;
- Refuse specific requests;
- Recommend alternative approaches;
- Decline items that may present legal, safety or practical concerns.

No obligation exists to accept any item for service.

6. Prohibited Items and Legal Possession

Customers warrant that all items submitted for assessment or service are:

- Lawfully owned;
- Lawfully possessed;
- Lawfully transported;
- Lawfully submitted for service.

Napper's Knives does not knowingly accept prohibited weapons, prohibited knives or restricted items where possession, transport or servicing would be unlawful.

We reserve the right to refuse or terminate any service where:

- Legal concerns arise;
- Safety concerns arise;
- Ownership cannot be reasonably established;
- A customer's entitlement to possess the item cannot be reasonably established;
- The requested work may contravene applicable laws.

Acceptance of an item for inspection does not guarantee acceptance for service.

7. Customer Responsibilities

Customers are responsible for:

- Providing accurate information;
- Disclosing known defects or previous repairs;
- Disclosing known damage;
- Disclosing unusual use requirements where relevant;
- Ensuring lawful possession of submitted items;
- Reviewing quotations and recommendations before approving work.

Customers remain responsible for how an item is used following service.

8. Existing Damage and Condition

Many items submitted for service may already exhibit:

- Wear;
- Corrosion;
- Chipping;
- Cracking;
- Fatigue;
- Poor previous sharpening;
- Heat damage;
- Manufacturing defects;
- Structural weaknesses.

Where reasonably visible, such issues may be discussed with the customer.

Napper's Knives cannot be responsible for pre-existing defects or hidden damage that becomes apparent during servicing.

9. Restoration Work

Restoration work may involve:

- Material removal;
- Edge reshaping;
- Reprofilng;
- Damage removal;
- Tip rebuilding;
- Corrosion reduction;
- Surface refinement.

Customers acknowledge that restoration may alter:

- Appearance;
- Blade dimensions;
- Edge geometry;
- Surface finish;
- Weight or balance characteristics.

Reasonable efforts will be made to preserve functionality and appearance; however, restoration outcomes cannot be guaranteed.

10. Sharpening and Performance Outcomes

Knife and tool performance depends on many variables including:

- Steel composition;
- Heat treatment;
- Manufacturing quality;
- Existing condition;
- Edge geometry;
- Intended use;
- User technique;
- Maintenance practices.

Because these variables differ significantly between tools, Napper's Knives cannot guarantee:

- Specific sharpness levels;
- Specific edge-retention periods;
- Specific cutting performance;
- Specific durability outcomes;
- Specific service life extensions.

Any performance discussions are general guidance only.

11. Customer Approval

Where significant additional work is identified following inspection, Napper's Knives may seek customer approval before proceeding.

Examples include:

- Major damage repair;
- Extensive restoration;
- Reprofilng;
- Significant additional labour.

If approval cannot be obtained, work may be paused or discontinued.

12. Pricing

Prices may vary depending on:

- Item type;
- Size;
- Condition;
- Existing damage;
- Restoration requirements;
- Labour required;
- Materials consumed.

Indicative pricing does not constitute a binding quote.

Final pricing will reflect the actual scope of work.

13. Payment

Payment is required prior to or upon collection unless otherwise agreed.

Napper's Knives reserves the right to withhold release of serviced items until payment has been received in full.

Accepted payment methods may change from time to time.

14. Turnaround Times

Any timeframe provided is an estimate only.

Actual turnaround times may be affected by:

- Workload;
- Item condition;
- Parts or materials requirements;
- Additional restoration requirements;
- Operational constraints.

While reasonable efforts will be made to meet requested timeframes, specific completion dates cannot be guaranteed.

15. Collection of Items

Customers agree to collect completed work within a reasonable period following notification.

Notification may be provided by:

- Email;
 - Telephone;
 - Text message;
 - Alternative agreed communication method.
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16. Uncollected Items

Where items remain uncollected for an extended period:

- Napper's Knives may make reasonable efforts to contact the customer;
- Storage limitations may apply;
- Further action may be taken where items remain abandoned for an unreasonable period.

Napper's Knives reserves the right to recover reasonable storage and administration costs where permitted by law.

17. Limitation of Liability

To the maximum extent permitted by law, Napper's Knives excludes liability for:

- Indirect loss;
- Consequential loss;
- Loss of profit;
- Business interruption;
- Loss of opportunity;
- Loss resulting from ordinary wear and use following service.

Nothing in these Terms excludes rights that cannot lawfully be excluded under the Australian Consumer Law.

18. Australian Consumer Law

Nothing in these Terms excludes, restricts or modifies any consumer guarantees, rights or remedies available under the Australian Consumer Law.

Where permitted by law, liability is limited to:

- Re-supplying the service; or
 - Paying the reasonable cost of supplying the service again.
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19. Photographs and Marketing

Napper's Knives may photograph tools, knives or restoration work for:

- Quality records;
- Before-and-after comparisons;
- Educational content;
- Website galleries;
- Social media;
- Marketing purposes.

Where practical, photographs will focus on the item rather than personal information.

Customers may request that identifiable items not be used for public marketing purposes.

20. Educational Content and Technical Information

Any technical information provided during discussions, assessments or service recommendations is provided in good faith and for informational purposes.

Such information:

- Does not constitute engineering advice;
- Does not constitute metallurgical advice;
- Does not constitute professional consulting services.

Customers remain responsible for decisions relating to the use of their tools and equipment.

21. Right to Refuse Service

Napper's Knives reserves the right to refuse, discontinue or terminate any service request for legal, operational, ethical, safety or business reasons.

No explanation is required to be provided.

22. Changes to These Terms

These Service Terms & Conditions may be updated from time to time.

Updated versions become effective upon publication.

23. Governing Law

These Terms are governed by the laws of the Australian Capital Territory, Australia.

Any dispute arising from these Terms shall be subject to the jurisdiction of the courts of the Australian Capital Territory and Australia.