

NAPPER'S KNIVES - WEBSITE TERMS & CONDITIONS

Effective Date: 3 September 2026

1. Acceptance of Terms

By accessing or using this website, you agree to be bound by these Terms and Conditions.

If you do not agree with these Terms, you should discontinue using the website.

2. Website Purpose

This website provides:

- Information relating to sharpening, restoration and maintenance services;
- Educational content;
- Technical articles and references;
- Napper's Knowledge Blog content;
- Materials science, metallurgy and edge-geometry resources;
- Tool assessment information;
- Quote and booking facilities;
- Contact and enquiry services.

Information is provided for informational and educational purposes unless expressly stated otherwise.

3. No Professional Advice

Content published on this website:

- Is educational in nature;
- Is provided in good faith;
- Does not constitute engineering advice;
- Does not constitute metallurgical advice;
- Does not constitute manufacturing advice;
- Does not constitute legal advice;

- Does not constitute professional consulting services.

Users remain responsible for their own decisions and actions.

4. Accuracy of Information

Napper's Knives makes reasonable efforts to ensure information published on this website is accurate at the time of publication.

However, we do not guarantee:

- Completeness;
- Accuracy;
- Currency;
- Reliability;
- Suitability for a particular purpose.

Information may be updated, modified or removed at any time without notice.

5. Educational Content and Knowledge Bank

The Napper's Knowledge Blog, articles, guides, tutorials and educational resources are provided solely for educational purposes.

Content may include topics such as:

- Knife sharpening;
- Tool sharpening;
- Edge geometry;
- Metallurgy;
- Heat treatment;
- Sharpening science;
- Abrasives;
- Steel performance;
- Tool maintenance;
- Engineering concepts.

Users acknowledge that:

- Technical information may evolve over time;
- Alternative viewpoints may exist;

- Educational content may simplify complex topics;
- Application of information remains the user's responsibility.

No educational content should be interpreted as certification, endorsement, approval or professional advice.

6. AI-Assisted Content

Some content published on this website may be created or assisted using artificial intelligence technologies.

While reasonable efforts are made to review content prior to publication:

- Errors may occur;
- Technical information may become outdated;
- Information should be independently verified before reliance.

Users remain responsible for determining whether information is suitable for their circumstances.

7. Intellectual Property

Unless otherwise stated, all content on this website is owned by Napper's Knives.

This includes:

- Articles;
- Blog posts;
- Educational material;
- Graphics;
- Photographs;
- Logos;
- Research material;
- Original written content;
- Website design elements.

All intellectual property rights are reserved.

8. Limited Licence

Users may:

- View content;
- Download content for personal use;
- Print content for personal reference.

Users may not:

- Reproduce content commercially;
- Republish content;
- Sell content;
- Redistribute content;
- Create derivative works;

without prior written permission.

9. User Conduct

Users must not:

- Use the website unlawfully;
 - Attempt unauthorised access;
 - Introduce malware or malicious software;
 - Interfere with website operations;
 - Upload harmful content;
 - Harvest personal information;
 - Use the website in a manner that may damage its operation or reputation.
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10. Tool Assessments and Preliminary Recommendations

Information provided through:

- Contact forms;
- Uploaded photographs;
- Email correspondence;
- Telephone enquiries;

- Preliminary assessments;

is provided on the basis of information available at the time.

Any recommendation, indicative quotation or assessment is preliminary only.

Final recommendations may change after physical inspection of an item.

Submission of photographs or information does not constitute acceptance of a service request or service contract.

11. Service Enquiries and Bookings

Website enquiries, quote requests, assessments and booking requests do not constitute acceptance of a service contract.

All service arrangements are subject to:

- Inspection;
- Assessment;
- Availability;
- Acceptance by Napper's Knives.

A service contract is only created when Napper's Knives confirms acceptance of the work.

12. Pricing

Any pricing information published on this website is provided as general guidance only.

Pricing may change without notice.

Final pricing may vary depending on:

- Tool type;
 - Condition;
 - Existing damage;
 - Required restoration;
 - Extent of work;
 - Service complexity.
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13. Prohibited Items and Legal Possession

Napper's Knives provides sharpening, maintenance, repair and restoration services only for items that may lawfully be possessed, transported and serviced under applicable Australian, Territory and Commonwealth laws.

Customers are responsible for ensuring that any item submitted for assessment or service is lawfully owned, possessed and transported.

Napper's Knives does not knowingly accept prohibited weapons, prohibited knives, restricted items or any item which Napper's Knives reasonably believes may be unlawful, unsafe or inappropriate to service.

We reserve the right to refuse, decline or terminate any assessment or service request where:

- Legal concerns arise;
- Safety concerns arise;
- Ethical concerns arise;
- The customer's entitlement to possess an item cannot be reasonably established;
- The work requested may be unlawful.

Submission of an item does not create any entitlement to service.

14. Right to Refuse Service

Napper's Knives reserves the right to:

- Refuse any enquiry;
- Refuse any assessment request;
- Refuse any quote request;
- Refuse any booking request;
- Refuse any item submitted for inspection;
- Terminate discussions relating to a service request;

for legal, safety, operational, ethical or business reasons.

No explanation is required to be provided.

15. External Links

This website may contain links to third-party websites.

Napper's Knives:

- Does not control external websites;
- Does not endorse third-party content;
- Does not guarantee the accuracy of third-party information;
- Is not responsible for the availability or operation of external websites.

Users access external websites at their own risk.

16. Limitation of Liability

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

- Injury;
- Direct loss;
- Indirect loss;
- Consequential loss;
- Business interruption;
- Loss of profits;
- Loss of opportunity;
- Data loss;
- Property damage;

arising from:

- Use of this website;
 - Reliance on information published on this website;
 - Technical inaccuracies;
 - Educational content;
 - External links;
 - Website interruptions;
 - Website errors.
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17. Sharpening and Restoration Outcomes

Knife and tool performance depends upon numerous variables including:

- Steel composition;
- Heat treatment;
- Existing condition;
- Geometry;
- Corrosion;
- Previous sharpening history;
- Intended use;
- User technique.

Because these variables differ significantly between tools, specific performance outcomes cannot be guaranteed.

Any discussion of expected performance should be regarded as general guidance only.

18. Australian Consumer Law

Nothing in these Terms excludes, restricts or modifies any consumer guarantees, rights or remedies that cannot lawfully be excluded under the Australian Consumer Law.

Where permitted by law, liability is limited to:

- Re-supplying the relevant service; or
 - Paying the cost of having the service re-supplied.
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19. Indemnity

Users agree to indemnify Napper's Knives against claims, losses, liabilities and expenses arising from:

- Unlawful use of the website;
 - Breach of these Terms;
 - Misuse of information obtained from the website;
 - Submission of unlawful or prohibited items for assessment or service.
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20. Termination

Napper's Knives may restrict, suspend or terminate access to this website where a user breaches these Terms or uses the website in an unlawful or inappropriate manner.

21. Email Requests for Documents and Resources

Certain documents, policies, guides, educational resources and technical references may be available upon request by email.

Requests for documents:

- Do not create a contractual relationship;
- Do not create a professional advisory relationship;
- Do not create any obligation to provide services.

Any personal information collected in relation to such requests is handled in accordance with the Privacy Policy.

22. Changes to These Terms

Napper's Knives may amend these Terms and Conditions at any time.

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

23. Governing Law

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

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