

FREQUENTLY ASKED QUESTIONS

We offer a toll-free Customer Service line where you will always reach a live person happy to assist. Our hours are M-F, 9am-5pm Eastern. **1-800-289-9878**. We also have a Customer Service email address, checked daily M-F: info@wusthof.com

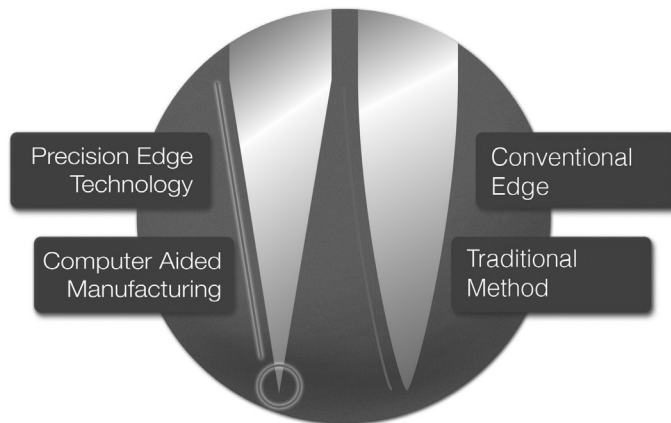
Q: What sets WÜSTHOF knives apart from other brands?

A: WÜSTHOF is one of the few brands permitted to use the label “Made in Solingen” on our knives rather than the less restricted “Made in Germany.” Solingen, Germany is the steel manufacturing capital of the world and, as such, needed to take precautionary measures against fraudulent products bearing the prestigious name, “Solingen.” In 1938, Solingen became the only city in the world whose name is a registered trademark. To bear the name Solingen, all key manufacturing stages must have been processed and finished within Solingen, and the product must meet strict quality standards. This means that even cutlery manufactured entirely within Solingen’s town boundary may not be entitled to bear the name Solingen if it does not meet these required quality standards.

Some of our competitors use the label “Made in Germany,” which does not carry the same significance. We have the honor of labeling our products “Made in Solingen.”

Q: What is Precision Edge Technology (PEtec)?

A: WÜSTHOF’s proprietary state-of-the-art technology incorporates a computer-controlled method for putting the edge on forged knives. Using laser-guided precision, our knives are 20% sharper with twice the edge retention. All forged knives are manufactured using PEtec.



Q: What do the numbers printed on my blade mean?

A: We print two numbers on our blades, one is our item number and the other is the “run” number, so that we can identify knives that came from the same run in our factory. Some blades have a cross-hatch pattern on them instead of a run number. This is another way we code and identify blades.

Q: What is X50 Cr Mo 15?

A: This is our steel formula. All WÜSTHOF knives are created using a special alloy of high-carbon stain-free steel.

Q: What is the difference between forged and laser-cut stamped knives?

A: Forged knives go through over 40 steps in our factory to create the top quality blades WÜSTHOF has to offer. Forged knives include a bolster, which helps to balance the knife. Laser-cut stamped blades go through 14 steps in our factory, and are more economically priced. They are lighter in weight, and do not have a bolster. For a more in-depth explanation of the differences between forged and laser-cut stamped blades, please visit our website: www.wusthof.com.

Forged lines: EPICURE, IKON, CLASSIC IKON, CLASSIC, GRAND PRIX II

Laser-cut stamped lines: GOURMET, PRO, ZEST

FREQUENTLY ASKED QUESTIONS

Q: Where can I purchase WÜSTHOF products at the best prices?

A: All authorized WÜSTHOF retailers have signed a Minimum Advertised Price (MAP) agreement, meaning our products sell for the exact same price at every store or online e-commerce site. This helps both retailers and shoppers, because it guarantees you are always seeing the lowest price offered for that item, and you will not find it at a lower price anywhere else.

Q: What are the most important knives to start a set?

A: The most important knife in any kitchen is the cook's knife, and after that, it depends on your own personal preferences when cooking. For a knife-buying guide, explaining the uses for our many different blade shapes, please visit our website: www.wusthof.com.

Q: How do I keep my knives sharp?

A: WÜSTHOF knives can be honed and sharpened using a hand-held sharpener, an electric sharpener, a sharpening or honing steel, or a whetstone. We recommend using the same brand sharpener as your knife collection, to ensure that the material used is the correct hardness for the steel on your knives. Our sharpening angle for standard blades is 14° per side, and for Asian-style blades (Santokus, Nakiris) is 10° per side. We offer a variety of sharpening products with pre-set angles.

WÜSTHOF also offers a low-cost professional mail-in sharpening service. Our new sharpening system uses a four step process to grind, edge, polish, and deburr each knife. This system is faster, more efficient, and creates a sharper and stronger edge than the previous system. Our new, state-of-the-art machine can even sharpen serrated edges, using a rounded, diamond-encrusted carbide wheel on the beveled side of serrated blades. Reverse-scalloped edges can also be touched up, however not to the same degree. All sharpening and repairs are completed by a trained professional. For further information, please call Customer Service at 1-800-289-9878, or simply follow the instructions below.

Sharpening Service Instructions

Sharpening service address: WÜSTHOF

Attn. Sharpening
333 Wilson Ave.
Norwalk, CT 06854

Please wrap your knives securely in newspaper or bubble wrap and send them in a sturdy cardboard box for the safety of the package handlers. Be sure to include a note with your name, phone number, and mailing address. Please include a check made payable to WÜSTHOF for **\$4.25 per knife** you wish to have sharpened. Please do not send personal items with your knives that you wish to have returned – this includes blade guards, towels, and any other items used for protection. WÜSTHOF is not responsible for any loss or damage in transit to our facility, so shipping insurance is recommended, at your discretion.

Q: My knife is defective, where do I return it?

A: WÜSTHOF knives carry a lifetime warranty against manufacturer defects. For our complete warranty policy, please visit our website: www.wusthof.com. See below for warranty return instructions.

Consumer Warranty Return Instructions

Warranty return address: WÜSTHOF

Attn. Returns
333 Wilson Ave.
Norwalk, CT 06854

Please wrap your knives securely in newspaper or bubble wrap and send them in a sturdy cardboard box for the safety of the package handlers. Be sure to include a note explaining what happened to the knife, and providing your name, phone number, and mailing address. Please do not send personal items with your knives that you wish to have returned – this includes blade guards, towels, and any other items used for protection. WÜSTHOF is not responsible for any loss or damage in transit to our facility, so shipping insurance is recommended, at your discretion.