

## **Terms and Conditions**

**Last Updated: 20 March 2025**

These Terms and Conditions ("Terms") govern the use of services provided by Knife Sharpening SG ("Company," "we," "us," or "our"). By engaging with our services, you ("Customer," "you," or "your") agree to these Terms. If you do not agree, please refrain from using our services.

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### **1. Scope of Services**

1.1 We provide professional knife sharpening services, including but not limited to sharpening kitchen knives, utility knives, and other cutting tools as specified on our website or as communicated via WhatsApp.

1.2 We reserve the right to refuse to sharpen certain knives or tools based on their condition, material, or type.

1.3 Any additional services outside of standard sharpening will incur additional charges.

1.4 Our service includes doorstep pickup and delivery. Customers must leave their knives outside their door at the agreed pickup time. Upon completion, knives will be returned in the same manner, and a photo will be taken as proof of delivery.

1.5 Customers preferring direct collection and return must inform us in advance. Our team will knock on the door for takeover or handover upon request.

1.6 We are not liable for any loss or theft of knives left outside for pickup or delivery. Customers are responsible for ensuring the safety of their items.

### **2. Pricing and Payment**

2.1 Prices for our services are listed on our website or communicated at the time of order placement. Prices are subject to change.

2.2 A fixed deposit is required upon order confirmation, with full payment due after delivery.

2.3 We accept payments via PayNow or PayLah. Any applicable taxes will be included in the final price.

### **3. Turnaround Time and Delivery**

3.1 The estimated turnaround time for sharpening services will be communicated upon order confirmation.

3.2 We are not liable for delays caused by unforeseen circumstances, including but not limited to equipment failure, supply shortages, or force majeure events.

3.3 Upon completion, knives will be returned to the customer's doorstep as per our standard procedure. A photo will be taken as proof of delivery. Customers are responsible for retrieving their knives in a timely manner.

### **4. Customer Responsibilities**

4.1 Customers must ensure that knives are clean before submission for sharpening.

4.2 Customers must handle sharpened knives with care upon collection. We are not liable for any injuries resulting from misuse or improper handling.

4.3 Customers using doorstep pickup and delivery must ensure knives are securely placed outside at the agreed time. A photo will be taken upon delivery as proof of return. Customers preferring a direct handover must request it in advance.

### **5. Liability and Damages**

5.1 While we take utmost care in sharpening, we are not responsible for minor scratches, aesthetic changes, or slight modifications resulting from the sharpening process.

5.2 If a knife is deemed unsuitable for sharpening or is damaged beyond usability due to an inherent defect, we will notify the customer before proceeding.

5.3 Our total liability for any damage or loss is limited to the total amount paid for the service rendered.

### **6. Cancellations and Refunds**

6.1 Orders may be cancelled at least one day in advance. If cancelled within this timeframe, the deposit may be refunded. Any cancellations made later than this will not be eligible for a deposit refund.

### **7. Intellectual Property and Website Use**

7.1 All content on our website, including text, images, logos, and other materials, is our intellectual property and may not be used without permission.

7.2 Any misuse, unauthorized copying, or reproduction of our website's content may result in legal action.

## **8. Privacy and Data Protection**

8.1 We collect personal information solely for service fulfilment and do not share it with third parties without consent, except as required by law.

8.2 By using our services, you agree to our Privacy Policy, which outlines how we handle and protect your data in accordance with Singapore's Personal Data Protection Act (PDPA).

## **9. Governing Law and Dispute Resolution**

9.1 These Terms shall be governed by and interpreted in accordance with the laws of Singapore.

9.2 Any disputes arising from these Terms shall first be attempted to be resolved amicably. If unresolved, disputes shall be submitted to the exclusive jurisdiction of Singapore courts.

## **10. Amendments to Terms**

10.1 We reserve the right to update or modify these Terms at any time. Changes will be effective upon posting on our website.

10.2 It is the customer's responsibility to review these Terms periodically to stay informed of any updates.

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## **Contact Information**

For any inquiries regarding these Terms, you may contact us at:

Knife Sharpening SG  
91 Cashew Rd, Singapore 679662  
[hello@knifesharpening.sg](mailto:hello@knifesharpening.sg)  
+65 8068 4206

By engaging with our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.