



Knife Merchant Price Matching Policy

Our customers enjoy the comfort of knowing that we carry quality products, ship them quickly and are here to answer questions regarding their usage and resolve any issues that may arise. Most of our products are listed at the lowest price permitted by the manufacturer, and others are set at what we have determined to be a fair and competitive price, hopefully the lowest price available. However, there are times when we may have overlooked a manufacturer’s special, or a competitor is simply operating on a lower margin. If this is the case, we want to match or beat that price for you.

If you are interested in an item and have found it selling for less (including shipping) elsewhere, please let us know and will be happy to match or beat that price. You may simply call our toll-free number (800) 714-8226 or send an email to sales@knifemerchant.com. We will need to know where you have found a better price, so please provide the web-site address or company name.

There are times when we may need to reject a price match. For instance, we do not compete with E-Bay or Craig’s List. We only compete with other reputable businesses that can verify the origin of their products. In some instances, a competitor has simply made a mistake and listed an item at an incorrect price. In that situation, we will give you time to place that order, and then as a courtesy, notify our competitor of the error. Hopefully that business practice will be respected and reciprocated.

The bottom line is this: We want you to be comfortable knowing that you’re getting a great value for your dollar and can buy here without worrying that you should do more shopping around. Unless someone is offering their products below our cost, we’re going to beat that price. If it is below our cost, we’ll have to politely refuse to price match (and maybe buy some along with you).

Thank you for shopping with us.

Chef David Holly

Knife Merchant