



Sharpening Service takes up to 2 business days after Tokyo Shears has received them. After the shears are sharpened they are sent back to the customer and a tracking number is sent to their email address if provided. If the customer has chosen to pay via included check, shears are mailed back to the customer only after the check has cleared which can take up to 10 days.

If payment has not been finalized for the Sharpening Service, Tokyo Shears will not return the shears until payment has been made. Tokyo Shears recommends that customers purchase a Sharpening Service online before they mail in their shears for the quickest possible turnaround.

Tokyo Shears will not be held liable for shears lost in the mail. Tokyo Shears recommends that customers ship to us with package tracking and insurance. Shears returned to the customer from Tokyo Shears will have package tracking and insurance included.

Tokyo Shears offers a strict 7 day satisfaction guarantee on Sharpening Service. It is up to the customer to assess the quality of the Sharpening Service within this time period and notify Tokyo Shears via email or over the phone of any complaints with the service provided. If the customer is not satisfied with the quality of the Sharpening Service Tokyo Shears will, at their discretion, re-sharpen the shears at no cost.