



VICTORINOX



FROM THE MAKERS OF THE
ORIGINAL SWISS ARMY KNIFE™

Victorinox 5-year warranty +

Victorinox Swiss Army watches purchased from authorized retailers are eligible for the manufacturer's three-year limited warranty – **which has been extended to five years for purchases effective January 1, 2019.**

Proof of purchase

Note: Please save your store receipt as proof of purchase, as you will need it to demonstrate your warranty coverage. Our warranty only applies to products that were purchased from an authorized Victorinox store or retailer. The warranty period starts from the date of the original purchase. Any repairs carried out will restore the intended functionality. While repairs will be carried out professionally, we cannot guarantee the preservation of the original appearance. This warranty gives you certain rights and you may also have other rights, which may vary from state to state or between different European countries. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Victorinox 5-year Warranty +

Our "5-year Warranty +" covers manufacturing and material defects that appear in the course of normal use in the five years after the date of purchase. Additionally, it includes a free replacement battery within the first year of purchase in the event that the battery is defective. In the event of such manufacturing and material defects, Victorinox AG undertakes, as appropriate and at its own discretion, to repair your Victorinox Swiss Army watch or to exchange it for an identical or equivalent model. This will be done at its own expense, as sole and exclusive compensation, subject to the presentation of the stamped warranty card that has been dated and signed by an authorized retailer, or the valid proof of purchase that states the date and model. Shipping costs from the repair centre will be covered by Victorinox AG. As a limit to the manufacturer's warranty for repairs and exchanges, the manufacturer hereby limits and excludes the following cases:

- The battery, after one year from the purchase date; normal wear and tear (discolouration of the strap, scratches on the glass, the bezel, the bracelet or the case)
- Damage caused by improper handling, as well as damage resulting from abuse, misuse or accidents
- Damage caused by an unauthorised repair centre



If your watch is no longer under warranty, your service centre will suggest alternative options and provide you with an estimate that includes repair fees and return shipping costs. Repairs under warranty must be carried out solely by an approved Victorinox service centre.

After five years

Victorinox AG offers high-quality service at a reasonable price to customers with a product where the warranty period has expired. If the customer's product is "beyond repair", Victorinox AG will suggest alternative options. Customers are requested to contact their local service centre for information on maintenance and the options for shipping their product.

At your service, anytime

To find a service/repair center nearby, please use our [Repair Centre Finder](#).