



VICTORINOX



FROM THE MAKERS OF THE
ORIGINAL SWISS ARMY KNIFE™

Victorinox Lifetime Warranty

Victorinox AG warrants to the end-user purchaser that the Victorinox product will be free from material or manufacturer defects that appear during the course of normal use of the product for the lifetime of the product (except for electronic components such as USB flash drives, LED lights, and accessories, including but not limited to paracords, lanyards, chains, pouches, gloves, clips, straps, knife blocks and booklets, as well as small leather goods, which are covered by the *Victorinox Two-Year Warranty*).

What is the scope of the Victorinox Lifetime Warranty?

The *Victorinox Lifetime Warranty* applies to knives, cutlery and tableware, personal care products, sharpening tools and kitchen utensils, e.g. cutting boards, except for brand collection and third-party branded products, which are covered by the *Victorinox Two-Year Warranty*.

What does the Victorinox Lifetime Warranty not cover?

The *Victorinox Lifetime Warranty* does not cover any defects due to normal wear and tear, cosmetic damage, damage caused by improper handling, damage resulting from abuse, misuse, negligence or accidents, alteration or modifications to the product, nor does it cover damage caused by an unauthorised service centre.

Remedy

If a product is found to be defective, Victorinox or one of its authorised service centres will repair or replace the product at its discretion. If the product cannot be repaired, Victorinox reserves the right to replace it with an identical or equivalent model. Upon such replacement, the original remaining warranty period will continue to be in effect for the replacement product.

Warranty Claim Process



The *Victorinox Lifetime Warranty* applies only to products that were purchased from Victorinox or an authorized Victorinox seller, unless otherwise prohibited by law. Victorinox reserves the right to reject warranty claims from purchasers for products purchased from unauthorized sellers.

Victorinox may require you to provide proof of purchase to demonstrate a valid warranty claim.

To make a warranty claim, please contact Victorinox, an authorized Victorinox seller or your closest Victorinox service center. To find the closest Victorinox service center for the fastest service possible, please visit our [Store Finder](#).

You must either ship your product to Victorinox or an authorized Victorinox seller for repair, or take it to a Victorinox service center.

Return shipping costs of the product from Victorinox or the Victorinox service center to you will be covered by Victorinox.

Repairs will be carried out to restore the intended functionality of the product. While these repairs will be carried out professionally, Victorinox cannot guarantee the preservation of the product's original appearance.

Victorinox may charge a handling fee for products under the *Victorinox Lifetime Warranty*.

If the repair of the product is not covered by the *Victorinox Lifetime Warranty*, Victorinox or the Victorinox service center will contact you with an estimate of costs for the repair and return shipping.

There are no warranties that extend beyond those stated herein. Any implied warranties that may be applicable to the products, including implied warranties of merchantability or fitness for a particular purpose, are limited in duration to the duration of this warranty. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Under no circumstances shall Victorinox be liable for any special, incidental or consequential damages based upon breach of this warranty, breach of contract or strict liability. 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. This warranty gives you specific legal rights, and you may also have other rights that vary from country to country.

This warranty statement supersedes printed warranty materials that may be included with your product.

Effective: February 1st, 2024