



VICTORINOX



FROM THE MAKERS OF THE
ORIGINAL SWISS ARMY KNIFE™

Victorinox 1+10 years Warranty

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.

Warranty 1 + 10 years

Year 1: Victorinox Total Protection Program

During the first twelve (12) months of ownership, your product is covered by the Victorinox Total Protection Program.

- This includes manufacturing defects, normal wear and tear, airline handling and transit damage.
- This excludes abuse, cosmetic damage (scratches on leather, polycarbonate or stained fabrics), incidental/consequential damage (such as damage to or loss of content of the bag, loss of use or loss of time), abrasion, solvents and accidents.
- Note that the electronic device/function integrated in your travel product is not covered by this warranty.

The Total Protection Program covers the repair expenses, shipping costs to and from the repair center or a replacement product (of identical or equivalent value) if your product is beyond repair. Warranty repairs must be carried out at an approved Victorinox service center.



Years 2 to 11: Victorinox Quality Warranty Program

From the beginning of the second until the end of the eleventh year of ownership, your product is covered by the Victorinox Quality Warranty Program.

- This includes manufacturing defects and normal wear and tear with the exceptions of seams, stitching, fabric and zip tape.
- This excludes abuse, cosmetic damage (scratches on leather, polycarbonate or stained fabrics), incidental/consequential damage (such as damage to or loss of content of the bag, loss of use or loss of time), abrasion, solvents, accidents, airline handling and transit damage.
- Note that the electronic device/function integrated in your travel product is not covered by this warranty.

The Quality Warranty Program covers:

- the repair expenses or a replacement product (of identical or equivalent value) if your product is beyond repair; and
- the shipping cost from the repair center.

You are required to either ship your product to us for repair, postage paid, or take it to a Victorinox store or an authorized Victorinox retailer. If it turns out that the repair of your bag is not covered by the warranty, your service center will contact you with an estimate including repair fees and return shipping costs. Warranty repairs must be carried out at an approved Victorinox service center.

After 11 years

If your product is no longer within the warranty period, we offer a high-quality service at a reasonable price. If your product is “beyond repair”, we will suggest alternative options. Please contact your local service center. We will be happy to explain our different product maintenance services and how to ship your product.

Summary:

Year 1 = Total Protection

Under Warranty: Manufacturer Defect, Wear & Tear, Carrier damage

Out of Warranty: Misuse / Accident, Cosmetics, Abrasion / Solvent

Year 2-11 = Quality Warranty

Under Warranty: Manufacturer Defect, Wear & Tear on trolley system, wheels, foot, kick plate, puller + slider, cargo handle, carry handle, frame + buckle and shoulder strap

Out of Warranty: Carrier damage, Misuse / Accident, Cosmetics (including piping and corner guards), abrasion, solvent, seam, stitching, fabric, zipper tape

At your service, anytime

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