



VICTORINOX

Victorinox's Terms and Conditions of Sale

1. General

(A) All quantities and items ordered are subject to availability.

(B) All orders are subject to acceptance by Victorinox Swiss Army, Inc., Monroe, Connecticut.

2. Prices

Prices and terms are subject to change without notice. Orders will be billed at prices and terms in effect at time of shipment.

3. Payment Terms

(A) Full payment is due net 30 days from date of invoice.

(B) We do not ship any merchandise on consignment. All orders are accepted and the above terms extended subject to the approval of Victorinox Swiss Army, Inc., Credit Department.

4. Shipping Terms

(A) All orders of Victorinox products will be shipped FOB via our warehouse in Monroe, CT or Caledon, Canada.

(B) We will make every effort to comply with requested ship dates and to instruct carriers to schedule delivery appointments when requested on purchase orders. However, Victorinox Swiss Army, Inc. retains the right to route shipments and to ship in the most practical manner, at its sole discretion, regardless of special routing instructions listed on the purchase order.

5. Minimum Quantities

Minimum order is \$100.00 net. A handling charge of \$10.00 will be billed on all orders calling for less than \$100.00 net worth of merchandise. No charge for broken case pack.

6. Back Orders

All Victorinox back orders will be automatically cancelled after 60 days.

7. Freight Shortage of Damage

In case of shortage or damage originating from a FOB shipment sent by Victorinox, please contact Victorinox who will file a claim with the applicable carrier. Apparent packing errors must be reported to us within 30 days of receipt.

8. Deductions or Setoffs

No deductions or setoffs from invoice payments may be made for any reason unless first authorized in writing by Victorinox Swiss Army, Inc.

9. Merchandise Returns

Merchandise may not be returned without the prior approval of Victorinox Swiss Army, Inc. Merchandise returned without prior approval will be subject to refusal and returned freight collect. Generally, Victorinox Swiss Army, Inc. will accept return for credit any merchandise shipped in error or which, on inspection, is found to be defective in workmanship or materials. Credit is not allowed on worn or misused articles. Returns must be sent prepaid freight. A restocking charge of 15% will apply to all returns accepted for credit where Victorinox Swiss Army, Inc. is not at fault.

10. Repair and Replacement Policy



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Please do not replace a customer's damaged Victorinox product and return it for credit. No credits will be issued, nor will replacements be sent for used merchandise returned by you. If your customer's Victorinox product needs repair for any reason, please direct them to contact our Customer Service Department at: 1-800-442-2706, or via our contact page found here: [Link](#). We will examine the condition of the product, acknowledge receipt and advise you or the customer of our repair or replacement policy.

11. Special Note:

The terms and conditions are considered part of Victorinox Swiss Army, Inc.'s offer to sell, and shall be included and made part of any resulting contracts or purchase orders accepted by Victorinox Swiss Army, Inc. and shall take precedence over any conflicting terms and conditions requested or stated in such contracts or purchase orders.

12. Limitation of Liability

The liability of Victorinox Swiss Army, Inc. with respect to the sale and delivery of goods pursuant to the invoice is limited to repair or replacement of, or credit for, defective goods, at the option of Victorinox Swiss Army, Inc. Under no circumstances shall Victorinox Swiss Army, Inc. be liable for economic loss or for any other special, indirect, incidental or consequential damages, of any kind suffered by purchaser.

13. Unilateral Minimum Advertising Price (MAP) Policy and Authorized Seller Policies

Victorinox maintains a unilateral MAP policy. The full details of this policy and our related authorized seller policies can be found at the link below:

[Authorized Seller Policy Repository](#)

CUSTOMER SERVICE / ORDER DEPARTMENT 9:00AM – 5:00PM EST

United States: TOLL FREE: 800-243-4045 orders.us@victorinox.com

Canada: TOLL FREE: 800-665-4095 orders.ca@victorinox.com