

# All Warranties And Programs Overview

In 1897 the Original Swiss Army Knife was created in the small village of Ibach, Switzerland. Since that time the Victorinox legacy and distinctive Cross & Shield have become synonymous with quality, functionality, innovation and iconic design. Your Victorinox Travel Gear purchase is backed by that same commitment to excellence and performance.

Each Victorinox Travel Gear design endures as many as 30 rigorous tests, simulating the most extreme real-world scenarios and environmental conditions. Our testing regimen ensures the precision, strength and durability you expect from the Victorinox name. As a result, we unequivocally stand behind our products and guarantee every product we make to be free from manufacturing defects for the duration of the warranty period. In the unlikely event that your product displays defect of a functional nature covered under warranty, we have a global network of Authorized Repair Centers ready to provide you with service anywhere in the world.

Furthermore, we understand that product wear and tear over time or under frequent use is inevitable and can be expected. While our warranties do not cover natural wear and tear, we do keep an inventory of replacement parts and whenever possible, we will gladly repair damage resulting from wear and tear for a nominal fee.

We want you to be happy with your Travel Gear purchase. Rest assured, we've got you covered.

## **GLOBAL LIFETIME PLUS LIMITED WARRANTY**

Our most premium collections are accompanied by premier warranty coverage. Should you experience functional damage of any kind during your first five years of ownership – even if caused by an airline, taxi, train or cruise ship – we will repair or replace your product as deemed appropriate. Following the first five years of ownership, your product is still guaranteed against manufacturing defects.

### **Years One Through Five Total Protection**

For five years from the date of original purchase, the Global Lifetime Plus Limited Warranty covers functional damage caused by common carriers such as airlines, taxis, trains and cruise ships, as well as defects in materials and workmanship. Should a defect or damage appear under normal use during the first five years of ownership, we will repair your product or replace it, as appropriate and at our discretion, with the same or an equivalent model, free of charge.

### **Years Six and Beyond Quality Guarantee**

For years six and beyond, this warranty guarantees your product to be free from defects in materials and workmanship. Should a manufacturing defect appear under normal use, we will repair your product or replace it, as appropriate and at our discretion, with the same or an equivalent model, free of charge. Damage caused by common carriers is not covered during years six and beyond.

This warranty is non-transferable and does not cover cosmetic damage, wear and tear, damage resulting from abuse, misuse, unauthorized repair or improper handling, loss of use, loss of time or damage to the contents of your bag. Shipping costs to our repair center are the responsibility of the owner. The original sales receipt verifying the date of purchase from an authorized retailer is required to validate your warranty coverage. Any repairs made will restore the intended functionality. While repairs will be made professionally, we cannot guarantee the original appearance to be preserved. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

Collections Covered:

- Lexicon™

### **CARRY WITH CONFIDENCE™ GUARANTEE**

Our most premium collections are accompanied by premier warranty coverage. The Carry With Confidence™ Guarantee not only covers manufacturing defects in materials and workmanship for the life of the product, but also damage caused by common carriers such as airlines, taxis, trains and cruise ships. Should a defect or damage appear under normal use, we will repair your product or replace it, as appropriate and at our discretion, with the same or an equivalent model, free of charge.

This warranty is non-transferable and does not cover cosmetic damage, wear and tear, damage resulting from abuse, misuse, unauthorized repair or improper handling, loss of use, loss of time or damage to the contents of your bag. Shipping costs to our repair center are the responsibility of the owner. The original sales receipt verifying purchase from an authorized retailer is required to validate your warranty coverage. Any repairs made will restore the intended functionality. While repairs will be made professionally, we cannot guarantee the original appearance to be preserved. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

Collections Covered:

- all versions of Architecture®
- version 3.0 and later of E-Motion® 360°
- version 3.0 and later of Mobilizer NXT®
- version 2.0 and later of Werks Traveler™

### **LIFETIME WARRANTY**

Products covered by the Lifetime Warranty are guaranteed to be free from manufacturing defects in materials and workmanship for the life of the product. If such a defect appears, we will repair your product or replace it, as appropriate and at our discretion, with the same or an equivalent model, free of charge.

This guarantee is non-transferable and does not cover cosmetic damage, wear and tear, damage resulting from abuse, misuse, unauthorized repair or improper handling, common carrier damage, loss of use, loss of time or damage to the contents of your bag. Shipping costs to our repair center are the responsibility of the owner. The original sales receipt verifying the date of purchase from an authorized retailer is required to validate your warranty coverage. Any repairs made will restore the intended functionality. While repairs will be made professionally, we cannot guarantee the original appearance to be preserved. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

Collections Covered:

- version 2.0 and later of Altius™
- Altmont™ 2.0
- Avolve™ 1.0
- all versions of CH-97™
- Lifestyle Accessories 2.0
- select items from Lifestyle Accessories 3.0
- Seefeld™
- Spectra™ 1.0

**GLOBAL 10-YEAR LIMITED WARRANTY**

Products covered by the Global 10-Year Limited Warranty are guaranteed to be free from manufacturing defects in materials and workmanship for 10 years from the date of original purchase. If such a defect appears during the warranty period, we will repair your product or replace it, as appropriate and at our discretion, with the same or an equivalent model, free of charge.

This guarantee is non-transferable and does not cover cosmetic damage, wear and tear, damage resulting from abuse, misuse, unauthorized repair or improper handling, common carrier damage, loss of use, loss of time or damage to the contents of your bag. Shipping costs to our repair center are the responsibility of the owner. The original sales receipt verifying the date of purchase from an authorized retailer is required to validate your warranty coverage. Any repairs made will restore the intended functionality. While repairs will be made professionally, we cannot guarantee the original appearance to be preserved. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

Collections Covered:

- Altmont™ 3.0
- Avolve™ 2.0
- Hybri- Lite™
- Spectra™ 2.0
- Werks Professional™

- Victoria
- Victorinox Golf Items
- VX Sport

## **TRAVEL SELECT LIMITED WARRANTY**

Products covered by the Travel Select Limited Warranty are guaranteed to be free from manufacturing defects in materials and workmanship for two years from the date of original purchase. If such a defect appears during the warranty period, we will repair your product or replace it, as appropriate and at our discretion, with the same or an equivalent model, free of charge.

This guarantee is non-transferable and does not cover cosmetic damage, wear and tear, loss of use, damage to third party electronics or damage resulting from abuse, misuse, unauthorized repair, improper handling, power outage or any uncontrollable environmental circumstances. Shipping costs to our repair center are the responsibility of the owner. The original sales receipt verifying the date of purchase from an authorized retailer is required to validate your warranty coverage. Any repairs made will restore the intended functionality. While repairs will be made professionally, we cannot guarantee the original appearance to be preserved. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or country to country.

Collections Covered:

- select items from Lifestyle Accessories 3.0

## **FILING A WARRANTY CLAIM OR REQUESTING NON-WARRANTY REPAIRS**

We hope that you never experience a problem with your Victorinox Travel Gear product, but in the event that it displays a defect of a functional nature covered under warranty, please follow the simple steps below to file a warranty claim. For your convenience, we have a global network of Authorized Repair Centers ready to provide you with service anywhere in the world. You may follow these same steps to request non-warranty repairs.

1. Click the Store Locator link at the top of the page.
2. Click the Authorized Repair Center link to locate a repair center near you.
3. Contact the Authorized Repair Center for assistance.

If you would like to send your product directly to Victorinox Travel Gear for repair, or need assistance locating an Authorized Repair Center, please contact our Customer Service

Department by dialing 1-888-658-0717      1-888-658-0717 inside the U.S., +1-314-447-3148

+1-314-447-3148 outside the U.S., or by emailing us

at [TRAVELGEARSERVICE@SWISSARMY.COM](mailto:TRAVELGEARSERVICE@SWISSARMY.COM). A Return Authorization number is required for all products shipped to Victorinox Travel Gear.