VICTORINOX

CHECK LIST AND PROCEDURE FOR REPAIRS AND/OR SERVICES FOR POCKET KNIVES FOR CUSTOMERS FROM SWITZERLAND

Please contact your local retailer (website: store locator) or send in your pocket knife well packed directly to our repair department.

Victorinox AG
repair department
Schmiedgasse 57
6438 Ibach-Schwyz

return address:
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……

For further enquiries we can be reached at:

phone.: ……
e-mail: ……

Warranty definition: Victorinox AG **guarantees** all knives and tools to be of first class stainless steel and also guarantees a life time against any defects in material and workmanship (save for electronic components 2 years). Damage caused by normal wear and tear, misuse or abuse are not covered by this guarantee.

A service charge may apply for repairs or services which are not covered by the guarantee.

The services are divided into:

guarantee	any defects in material and workmanship, broken components such as blades, scales, springs, damaged interlocks of lock blades
basic service	sharpening, cleaning, oiling, scale change
large service	sharpening, cleaning, oiling, scale change, changing of highly abused parts
special service	old and/or special knives, SwissTool/SwissTool Spirit, Hunter Pro Wood and Alox, special services

Sentimental value: Our standard warranty repair includes replacement of parts which are twisted, broken or suffering from general wear and tear. All other parts will be polished. If there are some parts you do not want to have replaced or if we should return these parts, we need your statement in written form.

Remarks: ……
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delivery time: approximately 3-4 weeks.

COSTS: By checking this box, I give my prior authorization for an invoice of 20 CHF (repair + postage), I will not receive an estimate and my repair will be processed more quickly. ☐

invoice: If costs incur, an invoice will be enclosed with the package.

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