



# CHECKLIST AND PROCEDURE FOR REPAIRS/SERVICES FOR POCKET KNIVES FOR CUSTOMERS FROM THE UK

(ENGLAND, WALES, SCOTLAND AND NORTHERN IRELAND)

Please contact your local retailer ([store locator](#)) or send in your pocket knife well packed directly to the following address.

**Victorinox UK Limited**

c/o Uniserve Limited  
192 Salthouse Road  
Brackmills Industrial Estate  
Northampton  
NN4 7EX  
Phone: +44 33 3070 3757  
Email: [service.knives.uk@victorinox.com](mailto:service.knives.uk@victorinox.com)

**Return address:**

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For further enquiries you can be reached at:

Phone: .....  
E-mail: .....

**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*).

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.

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

The **services** are divided into:

<b>guarantee</b>	any defects in material and workmanship, broken components such as blades, scales, springs, damaged interlocks of lock blades	free of charge
<b>basic service</b>	sharpening, cleaning, oiling, scale change	GBP 5.00*
<b>large service</b>	sharpening, cleaning, oiling, scale change, changing of highly abused parts	GBP 10.00*
<b>special service</b>	old and/or special knives, SwissTool/SwissTool Spirit, Hunter Pro Wood and Alox, special services	from GBP 10.00*

\*The prices provided represent only a part of the actual costs, in line with our customer service philosophy. (prices excl. VAT)

**Sentimental value:** Our standard warranty repair includes the replacement of parts which are twisted, broken or suffering from general wear and tear. All other parts will be cleaned and reused. If there are any parts that you do wish to have replaced or if you would like us to return these parts, we will need your statement in written form.

**Remarks:** .....  
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**Delivery time:** approx. 4 to 5 weeks for repairing (postage GBP 8.00 in a case out of warranty)

**COSTS:** By checking this box, I give my prior authorization for an invoice of **20 GBP** (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.