



VICTORINOX

Check list and procedure for repairs and/or services for pocket knives for customers from the United States.

When sending your Victorinox knife in for repair in the US, please go to our service website to set up a repair order, <https://service.swissarmy.com>. You will be provided a packing list at the end of this process and can then ship your knife to our address below.

Victorinox Swiss Army

Repair department

7 Victoria Dr

Monroe, CT 06468

Please be sure to include you return address as well as phone and email:

Name:.....

Street Address.....

City, State, Zip:

Phone:

E-mail:

Warranty definition: Victorinox **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.

Please note that there is a \$5 processing fee for all repairs which can be paid by credit card, Check or money order.

The **services** are divided into:

Warranty Repair:

Any defects in material and workmanship, broken components such as blades, scales, springs, damaged interlocks of lock blades will be repaired free of charge.

Non-Warranty Repair:

For damage found to be caused by normal wear and tear, misuse or abuse that are not covered by this warranty, an estimate of repair costs will be emailed to you.

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 / turn around time will vary depending on workload.

Invoice: If costs incur, an invoice will be emailed to you.