



VICTORINOX

About Repair

If your travel gear product needs repair, please get in contact with your local retailer (store locator).

If there is no store nearby, please contact to the Victorinox Repair Center below, and send the travel gear product well packed directly to our Victorinox Repair Center.

Inquiries / Request a Repair

Victorinox Repair Center

Tokyo Danchi Soko c/o Sugimura Warehouse

6-2-11 Iriya, Adachi-ku, Tokyo 121-0836

Phone: +81 - 3-3855-6543

Fax: +81 - 3-3855-6545

[Inquiry Form](#)

Should your product require a repair service, please send the product(s) and warranty certificate (and/or proof of purchase) in a small, well-padded shipping box with proof of delivery enclosing a note describing problem, name, address, daytime phone number, Fax number or email address.

Delivery cost must be paid by the customer.

*We do not provide carry-in service for repair.

*Victorinox Repair Center opens from 10am to 12 noon, 13pm to 17:00pm on weekdays (excluding Saturdays, Sundays, public holidays and the year-end through New Year holidays).

*Please contact us by email using [Inquiry Form](#) during non-business hours.

*Please allow us time to reply for any inquiries we receive during non-business hours.