

- **Warranty 1+10 years**

- **Year 1: Victorinox Total Protection Program**

- During the first twelve (12) months of ownership, your product is covered by the Victorinox Total Protection Program.

- This includes manufacturing defects, normal wear and tear, airline handling and transit damage.
    - This excludes abuse, cosmetic damage (scratches on leather or on polycarbonate or stained fabrics), incidental/ consequential damage (such as damage to or loss of content of the bag, loss of use, loss of time), abrasion, solvents and accidents.
    - Note that the electronic device/function integrated in your travel product is not covered by this warranty.

- The Total Protection Program covers the repair expenses, shipping costs to and from the repair center or a replacement product (identical or equivalent value) if your product is beyond repair. Warranty repairs must be carried out at an approved Victorinox service center.

- **Years 2 to 11: Victorinox Quality Warranty Program**

- From the beginning of the second until the end of the eleventh year of ownership, your product is covered by the Victorinox Quality Warranty Program.

- This includes manufacturing defects and normal wear and tear with the exceptions of seams, stitching, fabric and zipper tape.
    - This excludes abuse, cosmetic damage (scratches on leather or on polycarbonate or stained fabrics), incidental/ consequential damage (such as a damage to or loss of content of the bag, loss of use, loss of time), abrasion, solvents, accidents, airline handling and transit damage.
    - Note that the electronic device/function integrated in your travel product is not covered by this warranty.

- **The Quality Warranty Program covers:**

- the repair expenses or a replacement product (identical or equivalent value) if your product is beyond repair,
    - the shipping cost from the repair center.

- You are required to either ship your product to us for repair, postage paid, or take it to a Victorinox store or a Victorinox authorized retailer. If it turns out that the repair of your bag is not covered by the warranty, your service center will contact you with an estimate including repair fees and return shipping costs.

- Warranty repairs must be carried out at an approved Victorinox service center.

### After 11 years

If your product is no longer within the warranty period, we offer a high-quality service at a reasonable price. If your product is “beyond repair”, we will suggest alternative options. Please contact your local service center. We will be happy to explain our different product maintenance services and how to ship your product.

Year	Under Warranty	Out of Warranty
1 Total Protection	manufacturer defect wear & tear carrier damage	misuse / accident cosmetics abrasion / solvent
2 – 11 Quality Warranty	manufacturer defect wear & tear on trolley system, wheels, foot, kick plate, puller+slider, cargo handle, carry handle, frame + buckle and shoulder strap	carrier damage misuse / accident cosmetics (including piping and corner guards) abrasion, solvent, seam, stitching, fabric, zipper tape