

Warranty Information

LIMITED WARRANTY

10 YEAR EXTENDED LIMITED WARRANTY

ALL PRODUCTS PURCHASED ON SWISSGEAR.COM

SWISSGEAR.com is devoted to ensuring customer satisfaction, even after checkout is complete. Up from the standard 3 year and 5 year limited warranties, all purchases from SWISSGEAR.com will automatically be eligible for our 10 year extended limited warranty, including luggage, backpacks, watches, belts, wallets and travel accessories. For more information on what is covered under this 10 year extended limited warranty, see eligibility rules in the 3 year or 5 year limited warranty repair or replacement clause.

3 YEAR LIMITED WARRANTY

BACKPACKS, BUSINESS CASES, WATCHES, TRAVEL ACCESSORIES, BELTS & WALLETS

SWISSGEAR.com is proud to stand by the quality craftsmanship of its Backpacks, Business Cases, Travel Accessories, Belts and Wallets. When used under normal conditions for which they are designed, these products are warranted to be free from defects in materials and workmanship for 3 years from the original date of purchase. If such a defect occurs, we will, at our discretion, provide a store credit or replace your product upon presentation of the original sales receipt, which serves as proof of purchase to validate your warranty.

This warranty does not cover accidental damages, unreasonable or improper use, normal wear and tear, improper handling or damages caused by a common carrier, loss of use or consequential damages, nor does it cover repairs attempted by unauthorized persons. If a common carrier damages your product, contact them immediately to file a claim. Please note that leather products may contain folds, markings, grain inconsistencies and variances in shade. These are natural occurrences in leather and are not considered defects.

Regarding the watches warranty, only the workmanship and materials of the hands, dial, and watch movement existing at the time of purchase will be covered under the 3 year limited warranty.

This warranty does not cover the life of the battery, damage resulting from improper handling, impact, and normal wear and tear. This warranty is also void if the watch has been damaged by accident, negligence, unauthorized service, or other factors not caused by defects in materials or workmanship.

Should you need to return your product, please [contact Online Customer Support](#). Remember that you must have your original sales receipt available in order to obtain a return authorization for your store credit or replacement. All returns must be sent to SWISSGEAR.com postage or freight prepaid. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or country to country.

5 YEAR LIMITED WARRANTY

LUGGAGE & TRAVEL BAGS

SWISSGEAR.com is proud to stand by the quality craftsmanship of its Luggage and Travel Bags. When used under normal conditions for which they are designed, these products are warranted to be free from defects in materials and workmanship for 5 years from the original date of purchase. If such a defect occurs, we will, at our discretion, provide a store credit or replace your product upon presentation of our original sales receipt, which serves as proof of purchase to validate your warranty.

This warranty does not cover accidental damages, unreasonable or improper use, normal wear and tear, improper handling or damages caused by a common carrier, loss of use or consequential damages, nor does it cover repairs attempted by unauthorized persons. If a common carrier damages your product, contact them immediately to file a claim.

Should you need to return your product, please [contact Online Customer Support](#). Remember that you must have access to the item listed in your claim as well as your original sales receipt in order to obtain a return authorization. Once your RMA is approved we will require the return of the item or the seam label. All returns must be sent to SWISSGEAR.com postage or freight prepaid. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or country to country.

10 year extended warranty for all SWISSGEAR.com purchases