



VICTORINOX

About Repair

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

If there is no store nearby, please contact to the Victorinox Swiss Army Watch Service Center below, and send the watch well packed directly to our Victorinox Swiss Army Watch Service Center.

Inquiries / Request a Repair

Victorinox Swiss Army Watch Service Center
c/o Kyohei Sangyo
1-11-1 Sugamo, Toshima-ku, Tokyo 170-0002
Phone / Fax: +81-3- 3944-7676

Should your product require a repair service, please send the product(s) and warranty certificate 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 9am to 5:30pm on weekdays (Excluding Saturdays, Sundays, public holidays and the year-end through New Year holidays).

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