



## Fossil Watch Warranty Information

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### Two (2) Year International Warranty

The Fossil Two (2) Year Limited Warranty is a voluntary manufacturer's warranty. It provides rights separate to rights provided by consumer law, including but not limited to those relating to non-conforming goods. Fossil's limited warranty benefits are in addition to, and not instead of, rights provided by consumer law.

Your FOSSIL watch is warranted by Fossil Group, Inc\* for a period two (2) years from the original date of purchase under the terms and conditions of this warranty. The Fossil warranty covers materials and manufacturing defects. A copy of the receipt or dealer stamp in the warranty booklet is required for proof of purchase.

During the warranty period the watch movement, hands, and dial are the only components covered under this warranty. A covered component will be repaired or the watch will be replaced free of component and labor charges if it proves to be defective in material or workmanship under normal use.

In case of replacement, Fossil cannot guarantee that you will receive the same model watch. If your model is not available, a watch of equal value and similar style will be provided. The warranty for the replacement watch ends two (2) years from the date the replacement watch is received.

### THIS WARRANTY DOES NOT COVER:

- Any defects in materials and workmanship of battery, case, crystal, strap, or bracelet; including plating on the case and/or bracelet.
- Damage resulting from improper handling, lack of care, accidents, normal wear, and tear or aging.
- Water damage if care instructions for the product's water-resistance level (as marked on the product) were not followed.
- Products that are not purchased from an authorized FOSSIL retailer.

This warranty is void if the watch has been damaged by accident, negligence of persons other than authorized Fossil sales or services agents, unauthorized service, or other factors not due to defects in materials or workmanship. The warranty is void if the serial numbers or product date codes or other tracking marks have been removed, altered, or obliterated.

The foregoing warranties and remedies are exclusive and in lieu of all other warranties, terms, or conditions, express, implied or statutory, as to any matter whatsoever, including, without limitation, warranties of merchantability, fitness for a particular purpose, accuracy, satisfactory quality, title, and non-infringement, all of which are expressly disclaimed by Fossil. Fossil shall not be liable for incidental, consequential, indirect, special, or punitive damages or liabilities of any kind arising out of or in connection with the sale or use of this product, whether based in contract, tort (including negligence), strict product liability, or any other theory, even if Fossil has been advised of the possibility of such damages and even if any limited remedy specified herein is deemed to have failed of its essential purpose. Fossil's entire liability shall be limited to replacement or repair of the purchase price paid, at Fossil's sole option.

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages so the above limitations and exclusions may be limited in their application to you. When implied warranties may not be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights; you may have other rights that may vary depending on local law. Your statutory rights are not affected.

#### **REQUESTING WARRANTY AND OTHER WATCH REPAIR:**

Should you require work under warranty, please send in your watch, a copy of your sales receipt and/or the warranty booklet with dealer stamp and a description of the problem to the authorized international watch service center closest to you visit [www.fossil.com](http://www.fossil.com)

For service work that is not covered under this warranty, the service center may perform the services you request for a charge dependent on watch style and type of work requested. These charges are subject to change.

Do not send original packaging, as it will not be returned. Fossil highly recommends you insure your parcel and adequately protect the watch during shipment. Fossil is not responsible for product lost or damaged during shipment

\*901 South Central Expressway, Richardson, Texas 75080 USA

#### **CANADA**

Metro Service Centre – Canada  
214 King Street West – Suite #601  
Toronto, Ontario  
M5H 3S6  
T: 1-800-699-0556  
E: [service@metroservicecentrecanada.ca](mailto:service@metroservicecentrecanada.ca)

#### **Certificate of Warranty**

The CERTIFICATE OF WARRANTY which follows below is to be completed at time of purchase by the retail store where you purchased your watch.

#### **Notices**

#### **DISPOSAL OF OLD ELECTRICAL AND ELECTRONIC EQUIPMENT**

The symbol indicates that this product shall not be mixed with unsorted municipal waste when disposed of. There is a separate collection system for waste electrical and electronic equipment. Usually old electrical and electronic equipment can be returned free of charge. For further information please contact the competent municipal authorities or the shop where you purchased the product. Correct disposal ensures that waste electrical and electronic equipment is recycled and reused appropriately. It helps avoid potential damage for the environment and human health and to preserve natural resources.

Certain watch styles are fitted with lithium batteries which may contain perchlorate material – special handling may apply, see [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate) for more information.

Any diamonds used in our products have been purchased from legitimate sources not involved in funding conflict and in compliance with United Nations resolutions. We hereby guarantee that these diamonds are conflict-free,

based on personal knowledge and/or written guarantees provided by the supplier of these diamonds.

# REPAIR FORM

Account nr : 60000xxx (customer care information)

Date :

## Customers details :

First Name	<input type="text"/>	Last Name	<input type="text"/>
Address	<input type="text"/>		
Town	<input type="text"/>	Post code	<input type="text"/>
		Country	<input type="text"/>
Phone Nr	<input type="text"/>	Email	<input type="text"/>

We collect and use your personal data in order to fulfill our contractual obligations between you and us. The data are stocked in the Fossil Group servers, in Europe or in the United States. You have the right to consult your data and to request correction or deletion any incorrect datum.

## Information needed about the product :

Brand	<input type="text"/>	Reference	<input type="text"/>	(# engraved on the case bottom (letters+numbers))
Purchase Date	<input type="text"/>	Product embossed /engraved	<input type="checkbox"/> Yes	<input type="checkbox"/> No
General state of the product	<input type="text"/>			

## Describe your return reason :

## To full fill only for wearables :

Issue :	What platform are you using ?	IOS <input type="checkbox"/>	ANDROID <input type="checkbox"/>
Module not connecting <input type="checkbox"/>	Module not vibrating <input type="checkbox"/>	Module not lighting up <input type="checkbox"/>	Module not charging <input type="checkbox"/>

**Please note :** No date , software or applications added to the product will be reinstalled. You should keep a separate backup copy of contents of the product before delivering to our service center, as some or all of the contents may be deleted or reformatted during the service .

## Warranty conditions :

- For each intervention which is not under warranty, a cost estimate will be established.
- Our average repair time is: 2-4 weeks after receipt in our after-sales center

## Shipping Checklist and Repair instructions:

- ☐ Print the repair sheet and full fill it ;
- ☐ Include product for repair ;
- ☐ Include copy of proof of purchase for all warranty repairs. Failure to include proof of purchase will result in non-warranty repair costs;
- ☐ We suggest you send your product by trackable post and properly packaged to protect against damage during transit. Our service center is not responsible for any damage or lost items that may occur during transit;
- ☐ Please don't send in original packaging as the packaging will not be returned with the item.

Please send your repair to the nearest service center

You find the list in the warranty instructions.

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