

WARRANTY AND REPAIRS

Watches

WARRANTY INFORMATION

The hands, dial, and watch movement are the only components covered under the warranty. If the watch proves to be defective in material or workmanship under normal use, it will be repaired or replaced free of charge at the discretion of Metro Service Center. A return shipping and handling fee will apply to all warranty service.

[View Swiss Made warranty details](#)

WARRANTY DETAILS - WATCHES

The hands, dial, and watch movement are the only components covered under the warranty. If the watch proves to be defective in material or workmanship under normal use, it will be repaired or replaced free of charge at the discretion of Metro Service Center. A return shipping and handling fee will apply to all warranty service.

THE MANUFACTURER'S WARRANTY DOES NOT COVER:

- Battery, case, crystal, strap, or bracelet.
- Damage resulting from improper handling, lack of care, accidents, or normal wear and tear.
- Water damage unless marked water-resistant.
- Repairs if the watch was not originally purchased from an authorized Fossil retailer.

THIS WARRANTY IS VOID IF THE WATCH HAS BEEN DAMAGED BY ACCIDENT, NEGLIGENCE, UNAUTHORIZED SERVICE, OR OTHER FACTORS NOT DUE TO DEFECTS IN MATERIAL OR WORKMANSHIP.

REPAIR INFO:

Out of warranty repair costs:

If the problem you're having with your watch is not covered by our warranty, or if your warranty has expired, the service and repair charges are listed on the repair form below:

Should service be required, please send the following

1. Your watch only – do NOT send original packaging
2. Completed Watch Repair Form:
3. [CLICK HERE TO DOWNLOAD FORM](#) (US ONLY)
4. [HAGA CLIC PARA DESCARGAR EL FORMULARIO](#) (EU UNICAMENTE)
5. Payment

Mail all three (3) items to:

Metro Service Center
ATTN: REPAIRS
10615 Sanden Drive
Dallas, TX 75238

Note: This address is for mail-in only.

Please allow up to 3 to 5 weeks from the date we receive your package for your watch to go through the repair process.

[CLICK HERE TO DOWNLOAD CANADA REPAIR FORM](#) (English)

[CLICK HERE TO DOWNLOAD CANADA REPAIR FORM](#) (French) REGISTRATION

To register your watch, please [click here](#). If you have questions or need help with registration, contact customer service at 1-800-842-8621. We also invite you to join our Fossil community by signing up for an account. You can create your own wish lists, keep track of purchases, take advantage of “sneak peek” promotions, and much more.

[SIGN UP HERE](#)

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Leathers

WARRANTY INFORMATION (US ONLY)

Our limited warranty covers against defects in material or workmanship one year from the date of purchase. A valid sales receipt must be included to show your product was purchased within the warranty period.

An \$8.50 return shipping and handling fee will apply to all warranty service.

WARRANTY DETAILS - LEATHERS

Once your product is inspected and a defect is found due to manufacturer's workmanship, we will replace your product with the same style or an equivalent style of equal value based on the purchase price. This warranty is void if the leather product has been damaged by accident, negligence, unauthorized service, or other factors not due to defects in materials or workmanship, or if a valid receipt is not included.

Only leather products sold through authorized Fossil dealers are subject to the terms of the warranty.

For all warranty related services, an \$8.50 return shipping and handling fee will apply.

REPAIR INFO

PLEASE NOTE:

At this time, Fossil will not repair damaged leather products. We will replace them if the conditions of this warranty are met.

Need Service?

Should service be required, please send the following

1. Your leather product.
2. A copy of your sales receipt.
3. A note that includes your name, return address, phone number, and email address. Please also include information about the problem you're having with the product.
4. A check or money order made payable to Metro Service Center for the appropriate service charge. You may also send us your credit card information—this includes your credit card number and expiration date.

Mail all four (4) items to:

Metro Service Center
ATTN: REPAIRS
10615 Sanden Drive
Dallas, TX 75238

Please Note: We encourage you to send your package certified, insured or through a traceable shipper. Metro Service Center is not responsible for packages lost or stolen in transit to us.

Please allow up to 3 to 5 weeks from the date we receive your package for your leather product to be inspected and replaced if all the conditions of the warranty are met.

LEATHER CARE & CLEANING INSTRUCTIONS

Fossil handbags are designed and crafted of the finest materials available. To maintain the appearance of your Fossil handbag we recommend the following:

- Treat the item with care, and limit exposure to direct heat and sunlight.
- Keep this item dry, and avoid damp or wet surfaces.
- Care should be taken when using this bag, as color transfer can occur.
- Do not use any chemical cleaners to care for this product.

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Sunglasses

WARRANTY INFORMATION

Fossil Sunglasses have a limited warranty that covers against breakage due to defects in material or workmanship one year from the date of purchase. This warranty does not include scratches to the lens. A dated sales receipt is required to honor our warranty.

An \$8.50 return shipping and handling fee will apply to all warranty service.

REPAIR INFO

PLEASE NOTE:

Do not send us prescription lenses. All defective sunglasses are disposed of upon receipt, and replaced if the terms of this warranty are met. The Metro Service Center will not be responsible for replacing prescription lenses sent in error by the customer.

Need Service?

SHOULD SERVICE BE REQUIRED, PLEASE SEND THE FOLLOWING

- 1. Your eyewear product.
- 2. A copy of your sales receipt.
- 3. A note that includes your name, return address, phone number, and email address. Please also include information about the problem you're having with the product.
- 4. A check or money order made payable to Metro Service Center for the appropriate service charge. You may also send us your credit card information—this includes your credit card number and expiration date.

Mail all four (4) items to:

Metro Service Center
ATTN: REPAIRS
10615 Sanden Drive
Dallas, TX 75238

Note: This address is for mail-in only. We encourage you to send your package certified, insured or through a traceable shipper. Metro Service Center is not responsible for packages lost or stolen in transit to us.

Please allow up to 3 to 5 weeks from the date we receive your package for your leather product to be inspected and replaced if all the conditions of the warranty are met.

For all warranty related service an \$8.50 return shipping and handling fee will apply. Once your product is inspected and a defect is found due to manufacturer's workmanship, we will replace your product with the same style or an equivalent style of equal value based on the purchase price. At this time, Fossil will not repair damaged eyewear products. However, we will replace them if the conditions of this warranty are met.

This warranty is void if the eyewear product has been damaged by accident, negligence, unauthorized service, or other factors not due to defects in materials or workmanship, or if a valid sales receipt is not included.

Only eyewear products sold through authorized Fossil dealers are subject to the terms of the warranty.