

Product Warranties

Geneva Watches and Heritage Travelware have their own limited lifetime warranties. This information is available with the purchased items.

Watches

Kenneth Cole watches have a limited lifetime warranty against defects in material or workmanship. Please [click here](#) to review warranty information and complete the Kenneth Cole Watch Repair form.

If you have additional questions regarding how to have your watch repaired, please reach out to Geneva Watch Group using the contact information below.

Phone Number: 800-874-0907

Email Address: cs@genevawg.com

Hours: Monday-Friday, 8:00 am to 5:00 pm EST

Men's Bags/Luggage

Heritage Travelware has a limited lifetime warranty against defects in material or workmanship. For information regarding how to have your item repaired, please obtain the style number from the inside of your item and contact us at 1 800 KENCOLE (1-800-536-2653).

Damaged Items

If you received an item that was damaged upon arrival, **please call our Client Services Center immediately at 1 800 KEN COLE.** It is important that you contact us before returning the item, so that we may assist you with return shipping fees. **If you do not contact us, you are responsible for all return shipping charges.**

Before you call, please have your order number available. If you do not know your order number, please visit our Order Tracking page to find the number in your Order History. Please be prepared with a detailed description of the damage or defect before contacting us.

Contact our Client Services Center at **1 800 KEN COLE.**

Secure Shopping Guarantee

Kenneth Cole Productions, Inc. uses the industry standard encryption protocol known as Secure Socket Layer (SSL) to keep your order information secure.

Secure Shopping Guarantee has been established for every transaction made with www.kennethcole.com. If any unauthorized charges were to appear on your credit card as a result of shopping with www.kennethcole.com, you must notify your credit card provider in accordance with its reporting rules and procedures.

We will cover the liability of purchases made through this web site only if the unauthorized use of your credit card resulted through no fault of your own. If your bank holds you responsible for fraudulent charges, we will cover your liability up to \$50.00.