

Warranty And Repair Policy

HANDBAGS, SMALL LEATHER GOODS & TECH ACCESSORIES

Subject to applicable conditions and exclusions, handbags, small leather goods and tech accessories are protected from the original date of purchase by a one-year limited warranty (proof of purchase required). If the handbag, small leather good or tech accessory proves to be defective in material or workmanship under normal use anytime within the first year, we will repair or replace the item free of charge with same or comparable product. Defective handbags, small leather goods or tech accessories will not be returned to customer.

The variations in color and texture are the prized characteristics of beautiful tanned leather. Over time, the leather will acquire a patina and may also darken due to the oils from your skin and direct sunlight, further enhancing the natural look of your handbag or small leather item. Please refer to our Product Care Guidelines for further information on caring for your handbag or small leather item.

Conditions and Exclusions

The warranty does not cover damages arising from dye transference, accidents or misuse, or from any alteration, service or repair performed by any party other than Michael Kors.

Michael Kors does not offer a guarantee or repair service on merchandise purchased from an off-priced retailer or unauthorized retailer.

Contact: 1-866-709-5677 or customerservice@michaelkors.com

24 hours a day 7 days a week.

FOOTWEAR

Footwear is protected against defects in materials and/or workmanship. If you feel the shoes have a manufacturer's defect please return them to the place of purchase.

Contact: 1-866-709-5677 or customerservice@michaelkors.com

WATCHES

Watches are protected from the original date of purchase by a two-year international warranty (proof of purchase is required). A covered component will be repaired or the watch will be replaced free of charge if it proves to be defective in material or workmanship under normal use. Please refer to the full warranty language in the warranty booklet that comes with your watch.

[Michael Kors: Warranty Guide](#)

Contact: 1-866-709-5677 or watches@michaelkors.com

Monday - Friday: 7am to 9pm CST

Saturday: 9:30am to 6pm CST

Sunday: CLOSED

EYEWEAR

Eyewear is protected from the original date of purchase by a two-year limited warranty (proof of purchase is required). If the eyewear proves to be defective in material or workmanship under normal use anytime within the warranty period, we will repair or replace them free of charge—however, a \$20 shipping fee will be incurred.

Contact: eyewear@michaelkors.com

Monday - Friday: 9am to 5pm EST

JEWELRY

Jewelry is protected from the original date of purchase by a one-year limited warranty (proof of purchase is required). If the jewelry proves to be defective in material or workmanship under normal use anytime within the first year, we will replace the item with the same or a comparable product free of charge.

Contact: 1-866-709-5677 or Jewelry@michaelkors.com

Michael Kors jewelry is made of non-precious metals combined with various elements including semi-precious stones and leather. Apply perfume and cosmetics prior to putting on your jewelry. To clean each piece of jewelry, wipe with a soft cloth. Keep your jewelry away from moisture as it fosters tarnish. Do not expose leather to water. We recommend storing your jewelry in a clean, dry place.

Contact: 1-866-709-5677 or Jewelry@michaelkors.com

Monday - Friday: 7am to 9pm CST

Saturday: 9:30am to 6pm CST

Sunday: CLOSED

FRAGRANCE

For any questions or concerns regarding Michael Kors fragrances, please call a Michael Kors Beauty customer care representative Monday through Friday, 9am-5pm EST.

Contact: 1-888-378-3359

Monday - Friday: 9am to 5pm EST

COUNTERFEIT WARNING

Michael Kors works with customs authorities, law enforcement and legal representatives globally in an effort to prevent the sale of counterfeit Michael Kors products, both online and offline. To avoid the risk of purchasing counterfeit products, it is best to buy directly from the only official Michael Kors e-commerce website (www.michaelkors.com), a Michael Kors retail store, or a department store, specialty retailer or e-tailer that you know to be reputable.

To report counterfeits, please email brandprotection@michaelkors.com.