

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. Note that the customer is responsible for any costs associated with shipping the defective product to us for repair or replacement.

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.

Contact for the US: 1-866-709-5677 (8am to 8pm EST) or customerservice@michaelkors.com

Contact for Canada: 1-855-898-5677 (8am to 8pm EST) or customerservice@michaelkors.ca

Footwear

Subject to the below conditions and exclusions, footwear is protected against defects in materials and/or workmanship for 90 days from the original date of purchase. An original receipt or other valid proof of purchase is required. If you feel the shoes or apparel purchased have a manufacturer's defect, please return the item to the place of purchase.

Manufacturing defects include, but are not limited to: broken hardware/heels and malfunctioning zippers. This guarantee does not cover normal wear and tear or damages arising from dye transference, accidents, misuse or from any alteration, service or repair performed by any third party other than Michael Kors.

Contact for the US: 1-866-709-5677 (8am to 8pm EST) or customerservice@michaelkors.com

Contact for Canada: 1-855-898-5677 (8am to 8pm EST) or customerservice@michaelkors.ca

Watches

Subject to applicable conditions and exclusions, watches are protected from the original date of purchase by a two-year warranty (proof of purchase is required). A covered component will be repaired or the watch will be replaced free of charge with the same or a comparable product 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. Note that the customer is responsible for any costs associated with shipping the defective product to us for repair or replacement.

[Michael Kors: Warranty Guide](#)

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

Contact for Canada: 1-855-898-5677 or service@metroservicecanada.ca

Monday - Friday: 8am to 10pm CST

Saturday: 10:30am to 7pm CST

Sunday: CLOSED

Eyewear

Subject to applicable conditions and exclusions, eyewear is protected from the original date of purchase by a one-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 replace them with the same or a comparable product free of charge. If you feel the eyewear has a manufacturer's defect please return the item to the place of purchase.

Contact for the US: 1-866-709-5677 (Monday - Friday: 9am to 5pm EST) or eyewear@michaelkors.com

Contact for Canada: 1-855-898-5677 (8am to 8pm EST)

Jewelry

Subject to applicable conditions and exclusions, 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.

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 for the US: 1-866-709-5677 or Jewelry@michaelkors.com Monday - Friday: 8am to 10pm EST

Saturday: 10:30am to 7pm EST

Sunday: CLOSED

Contact for Canada: 1-855-898-5677 (8am to 8pm EST)

Fragrance

For any questions or concerns regarding Michael Kors fragrances, please call a Michael Kors Beauty customer care representative.

Contact for the US: 1-866-709-5677 (Monday through Friday, 9:30am-5pm EST)

Contact for Canada: 1-855-898-5677 (8am to 1am EST)

Conditions & Exclusions

The warranties offered herein by Michael Kors are nontransferable and do not cover damages arising from dye transference, accidents, misuse or any alteration, service or repair performed by any other party other than Michael Kors or its authorized licensee or provider.

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 or www.michaelkors.ca), 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.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.