Warranty & Repair

Your TIMEX® watch is warrantied against manufacturing defects by Timex Group USA, Inc. for a period of ONE YEAR from the original purchase date. Timex and its worldwide affiliates will honor this International Warranty.

To obtain warranty service, return your watch to an authorized Timex repair center with a receipt for proof of purchase, clearly showing the date, item purchased, and the retailer from which the purchase was made.

Warranty service is only honored on watches purchased directly from authorized retailers. Second-hand or private sales will not be honored. In warranty repairs are at no charge; however, a handling fee will be charged.

Repair requests received without proof of purchase will be processed as an out-of-warranty repair and will incur the out-of-warranty charges.

For in-warranty and out-of-warranty repairs, Timex may, at its option, repair your watch by installing new or thoroughly reconditioned and inspected components.

For in-warranty repairs that are no longer repairable due to unavailability of parts or components, we may at our option replace the watch with an identical model or a model with like or similar features.

Out of warranty watches that are no longer repairable due to the unavailability of parts or components will be returned as received and no cost will be charged.

IMPORTANT — PLEASE NOTE THAT THIS WARRANTY DOES NOT COVER DEFECTS OR DAMAGES TO YOUR WATCH:

1. after the warranty period expires;
2. if the watch was not originally purchased from an authorized Timex retailer;
3. from repair services not performed by Timex;
4. from accidents, tampering or abuse; and
5. lens or crystal, strap or band, watch case, attachments or battery. Timex may charge you for replacing any of these parts.

THIS WARRANTY AND THE REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TIMEX IS NOT LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Some countries and states do not allow limitations on implied warranties and do not allow exclusions or limitations on damages, so these limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from country to country and state to state.

WHEN SENDING A WATCH IN FOR REPAIR NEVER SHIP IT IN ITS ORIGINAL BOX, AS THE BOX WILL NOT BE RETURNED TO YOU, AND NEVER INCLUDE A SPECIAL WATCHBAND OR ANY OTHER ARTICLE OF PERSONAL VALUE IN THE SHIPMENT.

For additional warranty information:

in U.S. and Canada, call 1-888-727-2931
in Brazil, call +55 31 3516 7699
in Mexico, call 52 55 915 34 600
in the U.K., call 00 800 6667 7000
in France, call 33 3 83 29 38 38
in Germany/Austria: 49 800 0000 650

For technical products (e.g. IQ+, GPS, HRM, activity trackers, connected products using apps, etc.), call 1-888-727-2931 or email

For other areas, please contact your local Timex retailer or refer to your local distributor.

If your Timex® watch should ever need servicing, send it to Timex as set forth in the Timex International Warranty or create a repair form online and take advantage of free shipping and email status updates. To initiate a repair request visit the Watch Repair Shop.

For service questions, call 1-888-727-2931 or email

To view or print our warranty, please click here. Please be sure to provide a physical shipping address. Timex cannot return ship to a PO Box.

To view or print our warranty, please click here.

TIMEX LIMITED LIFETIME INTERNATIONAL WARRANTY

With this extended lifetime warranty, your TIMEX® watch is warrantied against manufacturing defects by Timex Group USA, Inc. for your lifetime. Timex and its worldwide affiliates will honor this International Warranty.

To obtain warranty service, return your watch to an authorized Timex repair center with a receipt for proof of purchase, clearly showing the date, item purchased, and the retailer from which the purchase was made.

Warranty service is only honored on watches purchased directly from authorized retailers. Second-hand or private sales will not be honored. In warranty repairs are at no charge; however, a handling fee will be charged.

Repair requests received without proof of purchase will be processed as an out-of-warranty repair and will incur the out-of-warranty charges.

For in-warranty and out of warranty repairs, Timex may, at its option, repair your watch by installing new or thoroughly reconditioned and inspected components.

For in-warranty repairs that are no longer repairable due to unavailability of parts or components, we may at our option replace the watch with an identical model or a model with like or similar features.

Out of warranty watches that are no longer repairable due to the unavailability of parts or components will be returned as received and no cost will be charged.

IMPORTANT — PLEASE NOTE THAT THIS WARRANTY DOES NOT COVER DEFECTS OR DAMAGES TO YOUR WATCH:

1. if the watch was not originally purchased from an authorized Timex retailer;
2. from repair services not performed by Timex;
3. from accidents, tampering or abuse; and
4. lens or crystal, strap or band, watch case, attachments or battery. Timex may charge you for replacing any of these parts.

THIS WARRANTY AND THE REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TIMEX IS NOT LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Some countries and states do not allow limitations on implied warranties and do not allow exclusions or limitations on damages, so these limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from country to country and state to state.

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EXTEND PRODUCT PROTECTION

Extend protects Timex watches with a simple, affordable plan so your watch is covered even after our manufacturer’s warranty expires. Simply add the plan to your purchase at checkout.

WHY ADD EXTEND?

- Accident protection
- Failure protection
- Quick & easy watch replacements
- Battery replacements
- Easy online claims

The fine print. Read our terms and conditions.

TO MAKE A CLAIM

Processing a claim takes minutes. Once approved, you'll receive everything you need for a replacement. Simply contact Extend online or by phone at (877) 248-7707.

FREQUENTLY ASKED QUESTIONS

Q: What does Extend cover?
A: The plan protects your Timex from accidental damage, which is not included in our manufacturer's warranty. Extend also protects your watch against mechanical or electrical failure after our manufacturer's warranty ends. See the terms and conditions for full coverage details.

Q: How do I purchase an Extend plan?
A: Simply add the Extend plan to your cart when buying your Timex. Their offers are on our product detail pages.

Q: What do I need to provide if I file an Extend claim?
A: When filing a claim with Extend, you will simply need to provide either your contract ID, email
address or other identifying information.

Q: What if I need to return my Timex watch?
A: If you return your Timex watch, we will return the money you paid for the protection plan. Depending on how much time has passed since your purchase, Extend will issue a pro-rated refund.