



WATCH WARRANTY INFORMATION

Not only is your new Coach watch beautiful in design, it is crafted with quality materials and components to offer you precise, reliable performance. We proudly stand behind each Coach watch we sell.

Coach Watches Warranty Protection

Your Coach watch is protected from the date of purchase by a Coach Watches two-year limited warranty:

If the movement of your watch proves to be defective in material or workmanship under normal use anytime within the first two (2) years, we will repair or replace it (at our option) for you, free of charge.

The finish on a Coach gold-plated watch is warranted against flaking and peeling for three (3) years from date of purchase. If the plating on your watch proves to be defective within this time, we will refinish or replace (at our option) the case and/or bracelet for you, free of charge.

Conditions and Exclusions

The Coach Watches warranty does not cover batteries, leather straps, or crystals, nor does it cover scratches or other damage arising from normal wear, accidents or misuse, or from any alteration, service or repair performed by any party other than Coach Watches or one of our Authorized Service Centers.

This warranty is void if the watch was not purchased from an Authorized Coach Watches Dealer, as evidenced by a valid warranty card and proof of purchase. To be valid, the back of a Coach Watches warranty card must be completed by the Authorized Coach Watches Dealer at the time of purchase.

This warranty gives you specific legal rights. You may also have other statutory rights which may vary from state to state, and country to country.

OBTAINING SERVICE

Should your Coach watch require service or repair, you may take it to a Coach Store or other Authorized Coach Watches Dealer, or mail it directly to one of the Coach Watches Authorized Service Centers found in your printed warranty booklet and on this website – just return to the Coach Watches service website home page and click on the Warranty and Service Information link.

Be sure to include your complete return address and phone number along with a brief note describing the problem with your watch and/or service needed.

NOTE: To purchase a replacement leather strap for your Coach watch in the United States, you may call us directly at 201-518-7100 or toll free at 1-800-796-7103.

NOTE: To obtain service under the Coach Watches two-year limited warranty, you will be required to present a valid warranty card. See preceding Warranty Information section for requirements concerning validity of warranty cards.

Packing Instructions

When mailing your watch, it should be packed securely in padded wrapping materials (for protection against shock) in a sturdy box sealed with tape.

CAUTION: Do not use the gift box your watch came in. It was not designed to withstand shipping, and your watch could be damaged in transit.

We recommend that you use registered mail and insure your watch for its full replacement value.

Tracking Service Online

If you send your watch to MGI in Moonachie, NJ, once your watch is received, we will forward an estimate/acknowledgement. You will then have the ability to authorize the repair and track its progress online by logging on to our secure internet site: www.mgiservice.com