

## FAQ

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### Certificates

Swarovski products are accompanied by a certificate of authenticity included in the packaging. Replacement certificates are not available.

### What is crystal made of?

Swarovski crystal is created using a valued and protected family formula. The Swarovski method, which is kept confidential, is a combination of natural minerals and quartz sand. It was perfected by Daniel Swarovski and his three sons in the earlier part of the 20th century.

Mastering family techniques developed nearly one hundred years ago, the “cutting edge” of Swarovski is its ability to achieve faceted perfection shaping crystal into flawless messengers of colour and light.

### Swarovski Quality Guarantee

For the entire range of our branded products purchased from authorised Swarovski retailers, should there be any defect of workmanship or material in the crystal within two years after purchase when the product is used under normal conditions, the customer has the right to invoke Swarovski's Quality Guarantee by presenting the purchase invoice together with the original packaging for the product, provided that the name and characteristics of the product are consistent with that shown on the purchase invoice. Depending on availability and the feasibility of repair for the accessory, Swarovski will exercise its discretion to offer exchange, repair, or substitution with another product of equal value.



Product defects due to causes listed below are excluded from the Swarovski Quality Guarantee:

- ◆ Natural wear and tear, or aging,
- ◆ Abnormal application or improper use,
- ◆ Inappropriate safe-keeping,
- ◆ Storage under abnormal conditions, or exposure to humid environments,
- ◆ Damage by a falling object or splashing liquid,
- ◆ Fault by the customer or a third party,
- ◆ Unauthorised modification, dismantling or repair not endorsed by Swarovski,
- ◆ Force majeure,
- ◆ Failure to operate the product in accordance with Swarovski's instructions, or
- ◆ A defect arising in a non-crystal component.

This guarantee and its associated service describes the full liability to the customer borne by Swarovski with respect to all damage and loss caused by defects in its products. However, notwithstanding the foregoing provisions, the customer remains entitled to non-excludable legitimate rights provided for under relevant applicable legal provisions.

Should the Swarovski guarantee service be required, please deliver the relevant product together with the purchase invoice and original packaging to an authorised Swarovski retailer. For inquiries, please contact Swarovski's Customer Service Department.

## Swarovski Repair Service

In the event of damage not covered by guarantee occurring to any product purchased from an authorised Swarovski retailer, Swarovski may, at its discretion, provide a repair service to the customer. Such repair service may incur a charge, the amount of which will depend on the extent of damage to the product and other factors.

Please note that Swarovski can only consider providing a repair service if the following requirements are met:

- ◆ The product must be deliverable to the store in its original state,
- ◆ The necessary spare parts are available to carry out the repair, and
- ◆ The product has not broken down as a result of misuse or unauthorised repair.

Should the Swarovski repair service be required, please deliver the relevant product together with its original packaging to the nearest authorised Swarovski retailer, to allow a check on the product to determine whether repair is possible.



## Logos and products

Concerning the question of the Swarovski logo on our products, you will find the square SC logo, the SCS logo or the Swan logo on almost all Swarovski crystal articles. Some older pieces may have very faint logos or in very rare cases, the logo may have been hidden from view.

