

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.

Repair

If any defects in workmanship or material appear, Swarovski offers an international limited warranty. This covers manufacturing and material defects under normal use for the period of two years, commencing on the date of purchase for each piece purchased from authorised Swarovski retailers. Any piece found to be defective under this warranty by our technical staff will be either repaired, pending repair feasibility and availability of parts, or replaced, when possible with the same or an equal product, or substituted with a piece of comparable value. Claims for repair are evaluated and determined by our technical staff. In cases of non-availability, substitution by a piece of comparable value may be offered.



Please do not attempt to repair items yourself. Our obligation to repair, replace or substitute will not apply to any goods which have been, in our opinion, subject to normal wear and tear, abuse, modification, attempted repair, negligence, misuse, or accident.

If a piece is not covered by the terms of Swarovski's warranty policy, Swarovski offers a repair service. Please note that a broken piece can only be repaired if the following apply:

- ◆ Item is an original Swarovski piece showing the official Swarovski Swan Logo
- ◆ Repair is feasible: it has to be possible to bring the piece back to its original condition
- ◆ Spare parts are still available (this is usually not the case if a piece is out of production)

Warranty policy

Swarovski guarantees, for the entire range of branded products purchased from authorised Swarovski retailers, a global and full warranty covering manufacturing and material defects under normal use for a period of two years, beginning with the date of purchase.

The warranty does not cover damage caused by accident or maltreatment. All warranted defects will either be repaired pending feasibility and availability of replacement parts or replaced with either the same product or with a piece of equal value as determined by Swarovski. The warranty applies to current articles as well as retired articles. This warranty provides local service for articles purchased by consumers from the international market.

Consumers and authorised Swarovski retailers may be requested to ship warranty claims with products in their original packaging and with clear return address details. Swarovski is not liable for damage, loss or theft occurring during transport. Please insure the article for shipping and in a way which can be traced and should be advised to insure the article accordingly. Substitution is not valid in the case of SCS Annual Editions.

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.

