ARTICLE 5 – REJECTION OF THE ESTIMATE BY THE CUSTOMER

2.6. When the estimate is delivered by a secured delivery service or directly by AP to the Customer, the Customer will be given an estimate provided that the type of service required and its cost can be determined immediately. If the type of service required and its cost cannot be determined immediately when the watch is picked up by the Customer, the Customer will be given a written estimate on receipt of the estimate within the period of validity of the estimate. If the revised estimate is not accepted or if the service has ceased, the watch will be returned to the Customer. The withdrawal of the Customer’s watch in accordance with the rules set out in this Article shall not be deemed to alter the price of the service, which will be charged according to the rules set out in Article 1.

ARTICLE 6 – ACCURACY OF THE ESTIMATE BY THE CUSTOMER

6.1. If a written estimate is accepted by the Customer within 15 (fifteen) business days from the date it was issued, AP will replace the damaged components of the watch as an estimate. The price provided in the estimate will be for reference only. Unless otherwise agreed in writing and signed by AP and the Customer, the replacement of the damaged components of the watch will be limited to the usual replacement date, with the exception of certain components made of precious materials. The estimate will be limited to a certain time period. If these are not available or are no longer produced, AP shall use its best efforts to replace these components, particularly when these components are made from precious materials.

6.2. After the estimate has been signed by the Customer and the Customer is aware of the price of the service, AP will replace the damaged components of the watch as an estimate.

6.3. In the event of loss or theft during transportation after the service was delivered, the Customer shall be solely responsible for ensuring the proper operation and delivery of the goods. In this case, AP shall not be held liable for any damages or losses suffered by the Customer.

6.4. AP reserves the right to terminate the contract if the price of the service is not paid within the specified time period.

ARTICLE 7 – REPLACEMENT OF COMPONENTS

7.1. If, before the commencement of the Service, AP discovers that additional operations that were not estimated were necessary to complete the Service, the Customer may be charged for such operations. The Service will only be started after the revised or modified estimate is accepted by the Customer. The revised estimate will be for reference only. For other watches, only recognized auction houses are authorized to assess the value of the estimate. The estimate will be limited to a certain time period. If these are not available or are no longer produced, AP shall use its best efforts to replace these components, particularly when these components are made from precious materials.

7.2. After the estimate has been signed by the Customer and the Customer is aware of the price of the service, AP will replace the damaged components of the watch as an estimate.
ARTICLE 11 – WATER RESISTANCE OF THE WATCH

11.1. The water resistance of the watch can be compromised by an accident or upon contact with an aggressive material (acid, perfume, liquid metal, etc.). After any type of these incidents, it is key to completely dry the watch, and to have a water resistance control promptly re-carried out on the watch. If the watch is still not water proof, sand, salt and/or aggressive material (acid, perfume, liquid metal, etc.) may have been introduced into the watch, and it should be disassembled and completely cleaned. In such event, the Customer may only request that AP repairs such defect under these Customer Service General Terms and Conditions.

11.2. If an issue is detected from the above-mentioned water resistance control, a chargeable water resistance control will be carried out on the watch. If the watch is not waterproof, it must not be immersed in water as water may damage the strip. If the Customer's watch is not a water resistant model, it must not be immersed or brought into contact with water or any other kind of liquid. Damage caused by the moisture penetrating into a watch is not covered by warranty.

11.3. AP recommends to its Customers to check the water resistance of their watch at least once every 2 (two) years, depending on how often the watch is worn or immediately in the “walk-in” phase. The Customer is responsible for checking the watch and then informing AP in writing of any defects observed.

11.4. If a water resistance control indicates a need for a new watch case, the Customer shall be informed of the cost of such a replacement before any action is taken. AP covenants not to sell, rent or transmit Data to a third party without the Customer's consent, except to meet any applicable law or governmental request. Transmission of Data to a sub-contractor is reserved. The Customer consents to his/her Data being transferred to and processed in a third country, in which AP has a branch or representative office, to provide the Customer with data and/or services. No warranty is provided for such control.

11.5. The Customer's refusal to have the Service carried out (in particular a maintenance, repair or water resistance Service) releases AP from any and all obligation and liability in connection with the watch, its functioning, its water resistance and its integrity.

ARTICLE 12 – WATER RESISTANCE OF THE WATCH

12.1. The water resistance of the watch may be compromised due to normal use or inexpert polishing may lead to minor distortions and a loss of water resistance.

12.2. If a water resistance control shows that the watch is not water proof, sand, salt and/or aggressive material (acid, perfume, liquid metal, etc.) may have been introduced into the watch, and it should be disassembled and completely cleaned. In such event, the Customer may only request that AP repairs such defect under these Customer Service General Terms and Conditions.

12.3. AP recommends to its Customers to check the water resistance of their watch at least once every 2 (two) years, depending on how often the watch is worn or immediately in the “walk-in” phase. The Customer is responsible for checking the watch and then informing AP in writing of any defects observed.

12.4. If an issue is detected from the above-mentioned water resistance control, a chargeable water resistance control will be carried out on the watch. If the watch is not waterproof, it must not be immersed in water as water may damage the strip. If the Customer's watch is not a water resistant model, it must not be immersed or brought into contact with water or any other kind of liquid. Damage caused by the moisture penetrating into a watch is not covered by warranty.

12.5. Whenever the case of a watch is opened, AP systematically recommends a water resistance control. If the Customer declines, no warranty shall be granted.