ARTICLE 1 – SCOPE OF APPLICATION
These Customer Service General Terms and Conditions of Audemars Piguet Watches (Shanghai) Trading Company Limited (the "Customer") provide for the repair and wonder of watches, unless otherwise stated. Only watches directly supplied by or authorized by AP, the Manufacturer of the "Audemars Piguet" brand shall be applicable to the Customer. If the estimate is chargeable, a deposit invoice will be issued when the watch is delivered at AP. Such deposit invoice is payable only if the Estimate is rejected by the Customer if the Estimate is rejected by the Customer. If the Estimate is rejected, AP reserves the right to charge the cost of the preparation of the Estimate for a watch. If an Estimate is not accepted during its period of validity, or if the Customer rejects the Estimate, AP reserves the right to charge cost for the preparation of the Estimate for a watch. If an Estimate is not accepted during its period of validity, or if the Customer rejects the Estimate, AP reserves the right to charge cost for the preparation of the Estimate for a watch. AP will only compensate the Customer in strict accordance with the following rules:

• If the watch was initially picked-up on behalf of AP at an address designated by the Customer in China mainland, the watch will be returned to the Customer within a reasonable timeframe in secured packaging at the address in China mainland given by the Customer for a reasonable timeframe in secured packaging at the address in China mainland given by the Customer in the country from which it was sent, as long as all necessary customs formalities have been complied with. Any change in the Customer’s address after the watch is delivered to AP can no longer be continued as originally proposed or at all, AP reserves the right to revise or modify the Estimate or cease the Service. If the revised or modified Estimate is not accepted or if the Customer returns the watch to AP, the Customer will be charged for the cost of the preparation of the Estimate for a watch according to Article 8. If the Estimate was tendered to the secured delivery service designated by AP provided the Customer fully complies with the packaging instructions and shipping instructions and the Customer has been formally verified. Before receipt by AP:

• If the watch was initially picked-up on behalf of AP at an address designated by the Customer in China mainland, the watch will be returned to the Customer within a reasonable timeframe in secured packaging at the address in China mainland given by the Customer for a reasonable timeframe in secured packaging at the address in China mainland given by the Customer in the country from which it was sent, as long as all necessary customs formalities have been complied with. Any change in the Customer’s address after the watch is delivered to AP can no longer be continued as originally proposed or at all, AP reserves the right to revise or modify the Estimate or cease the Service. If the revised or modified Estimate is not accepted or if the Customer returns the watch to AP, the Customer will be charged for the cost of the preparation of the Estimate for a watch according to Article 8. If the Estimate was tendered to the secured delivery service designated by AP provided the Customer fully complies with the packaging instructions and shipping instructions and the Customer has been formally verified. Before receipt by AP:

• If the watch was initially picked-up on behalf of AP at an address designated by the Customer in China mainland, the watch will be returned to the Customer within a reasonable timeframe in secured packaging at the address in China mainland given by the Customer for a reasonable timeframe in secured packaging at the address in China mainland given by the Customer in the country from which it was sent, as long as all necessary customs formalities have been complied with. Any change in the Customer’s address after the watch is delivered to AP can no longer be continued as originally proposed or at all, AP reserves the right to revise or modify the Estimate or cease the Service. If the revised or modified Estimate is not accepted or if the Customer returns the watch to AP, the Customer will be charged for the cost of the preparation of the Estimate for a watch according to Article 8. If the Estimate was tendered to the secured delivery service designated by AP provided the Customer fully complies with the packaging instructions and shipping instructions and the Customer has been formally verified. Before receipt by AP:
ARTICLE 10 – INDICATIVE PRICE FOR REPLACEMENT OF THE WATCH

10.1. At the Customer’s written request, AP agrees to inform the Customer free of charge on the indicative price for replacement of his watch only for insurance purposes in strict accordance with the following rules:

• Model from the current collection: AP will provide the current retail price for a new watch of the same model in Audemars Piguet’s boutique in China mainland.
• Model outside the current collection: AP will use reasonable endeavours to provide the current retail price for a new watch of a similar model in collection in Audemars Piguet’s boutique in China mainland.

Limited edition or watch that is more than 25 years old: AP is not able to provide any indicative price for replacement.

The Customer may contact any reputable auction houses to assess the value of his watch.

10.2. AP does not estimate the market value of any individual watch.

ARTICLE 11 – SERVICE WARRANTY

11.1. Subject to Article 12, the works carried out as part of the Service and the components replaced during the Service are warranted for a period of 2 (two) years from the date shown on the invoice.

11.2. Without prejudice to Article 9, the warranty under Article 11.1 covers all manufacturing and workmanship defects, including those resulted from defective components, defective assembly, or any damage during the Service or damaged occasioned in transit when the watch is being returned to the Customer.

11.3. If defects of a watch directly or indirectly caused by any of the following are not covered by the warranty:

- The Customer’s failure to observe the recommended practice in preserving water-resistance of the watch or damage linked to the ingress of moisture in a watch that has lost its water resistance as set forth in Article 12.
- The Customer is responsible for checking the watch and then informing AP in writing of any defects which are promptly noticeable within 10 (ten) business days from the date the watch is returned to the Customer. If the Customer fails to notify AP within such 10 (ten) business days, the watch shall be deemed to have been accepted in good condition by the Customer, and AP shall thereafter be exempt from any and all claims and liabilities, unless it relates to a defect which could not have been reasonably noticed promptly. In such event, the Customer may only compensate the Customer in strict accordance with Article 9.2 in the event of loss or theft during transportation before the watch is delivered to the Customer.

ARTICLE 12 – WATER RESISTANCE OF THE WATCH

12.1. 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 of these types of incidents, it is key to completely avoid immersing the watch, and to have a water resistance control promptly re-carried out on the watch. If the Customer goes bathing frequently, since sand, salt or perspiration are mixed and work as corrosive agents, AP recommends regularly rinsing the watch in fresh water before drying it. In any case, AP recommends that a watch with a leather strap, even though it is water resistant, should not be immersed in water as water may damage the strap. If the examination of the watch reveals that any part(s) of the watch are counterfeit part(s) (including counterfeit(s) or hybrid piece(s)), no Service will be performed on the watch in question. AP may investigate further with the aim of gathering information on the origin of the watch. If the Customer agrees to assign the counterfeit to AP, AP will provide the Customer with a confirmation attesting that the watch is not an authentic Audemars Piguet watch.

ARTICLE 13 – CHANGE OF BATTERY ON A QUARTZ WATCH

When the battery is charged on a quartz watch, AP systematically recommends a water resistance Service. If the Customer declines, no warranty shall be granted. Nevertheless, the new battery will be fitted free of charge. The change of battery does not warranty the overall condition and the other functions of the watch which no additional Service is required.

ARTICLE 14 – RECOMMENDATIONS CONCERNING MAGNETISM

A large proportion of modern equipment, such as scanners, household appliances and mobile phones, generates a magnetic field. It is possible that a watch may become magnetised after it has been in proximity to a magnetic field and this may affect its functionality. In such case, AP recommends to its Customer to check the magnetism of their watch. Such test, which does not constitute part of any Service hereunder, is available at AP to its Customers free of charge or at any AP Authorized Service Center that has the suitable equipment. No warranty is provided for such test.

ARTICLE 15 – CHANGE TO THE REFERENCE

AP permits certain aesthetic modifications to its products on the condition that these modifications give the appearance of an existing model from past or present collections and if such aesthetic modifications are expressly approved by AP. Such modifications may require a change in the reference of watch or records maintained by AP in order to save the information relating to the modifications made to the watch.

ARTICLE 16 – CHANGE TO THE SERIAL NUMBER

Should a case, middle case, case back, or complete movement need to be replaced, the new number will bear a different serial number than the one originally engraved. AP keeps a record of these changes. AP warrants that the new serial number is unique, and that it is recorded in the Audemars Piguet Group’s database. In case of a limited edition, AP will keep the original number on the case, middle case, or case back as an exceptional measure, provided that the Customer does not refuse that the components shall be handed over to AP for recycling.

ARTICLE 17 – COUNTERFEITS

If the examination of the watch reveals that any part(s) of the watch are counterfeit part(s) (including counterfeit(s) or hybrid piece(s)), no Service will be performed on the watch in question. AP will investigate further with the aim of gathering information on the origin of the watch. If the Customer agrees to assign the counterfeit to AP, AP will provide the Customer with a confirmation attesting that the watch is not an authentic Audemars Piguet watch.

ARTICLE 18 – WATCH WHOSE APPEARANCE HAS BEEN MODIFIED

If a watch has previously been reported as stolen, AP reserves the right to inform the former owner and/or the relevant authorities having the authority to determine legitimate ownership of the watch in question, and to keep the watch in AP’s custody until ownership is determined, without a mutual agreement is reached between the former owner and the current possessor.

ARTICLE 20 – PERSONAL DATA

AP collects and uses the Customer’s personal data for the purposes of providing customer services. The integral Privacy Notice is available upon request or on www.audemarspiguet.com.

ARTICLE 21 – ENTIRE AGREEMENT

21.1. Subject to Article 21.2, the Estimate, the Services Request together with these Customer Service General Terms and Conditions and the Privacy Notice available on www.audemarspiguet.com contain the whole agreement between AP and the Customer in respect of the provision of the Service, and replaces and replaces any prior written or oral agreements, representations or understandings between AP and the Customer relating to such subject matter. The parties confirm that they have not entered into the transaction on the basis of any representation that has not been expressly incorporated into the Estimate, the Services Request, or these Customer Service General Terms and Conditions in writing.

21.2. Any inconsistency or ambiguity shall be resolved by giving precedence in the following order: 1. The Estimate, 2. these Customer Service General Terms and Conditions and 3. the Services Request. The provisions of the Privacy Notice available on www.audemarspiguet.com shall prevail only with respect to the subject matter hereof.

21.3. The Terms of Use and the Cookie Policy available on www.audemarspiguet.com are incorporated into these Customer Service General Terms and Conditions when the Customer requests online Service on www.audemarspiguet.com.

ARTICLE 22 – APPLICABLE LAW

Chinese law (excluding its rules on conflicts of laws) is applicable to these Customer Service General Terms and Conditions and the relationship between AP and the Customer. Where the laws of China are different to the mandatory consumer laws in Customer’s own country, AP will affix a mutual agreement is reached between the former owner and the current possessor.

ARTICLE 23 – COURT WITH JURISDICTION

As far as legally possible, any dispute arising out of or in connection with these Customer Service General Terms and Conditions will be subject to local courts.