ARTICLE 1 // SCOPE OF APPLICATION

These Customer Service General Terms and Conditions of Centre Européen de Service Audemars Piguet (CESAP) and of Audemars Piguet France SA ("AP" or "AP Center") - apply to all repairs or other maintenance services carried out by AP the "Service Request" on any watch of the "Audemars Piguet" brand belonging to a third party, an individual or corporate entity (the "Customer"), and sent or delivered for a Service.

ARTICLE 2 // DELIVERY OF THE WATCH FOR SERVICE AND ESTIMATE

2.1. When the watch is delivered to an AP Center, the Customer will be given an estimate provided the type of service required and its cost can be determined immediately (the "Estimate"). Failing that, the Customer is given a service request confirming the watch has been received by the Service Request."
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 avoid immersing the watch, and to have a water resistance check promptly re-carried out on the watch. If the Customer goes bathing frequently, since sand, salt and chlorine are abrasive and corrosive agents, AP recommends regularly rinsing the watch in fresh water before drying. In any case, AP recommends that a watch with a leather strap, even though it is water resistant, is not immersible in water as this may damage the strap. 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 a watch which is not water resistant is not covered by the warranty.

11.2. AP recommends to its Customer to check the water resistance of their watch at least every 2 (two) years and every year if the watch is frequently exposed to water and damp environments. To do so, such a test is offered by AP to its Customers outside any other Service. This Service is free of charge but no warranty is granted.

11.3. A paying water resistance service (the watch is dismantled and seals are replaced) is required every 2 (two) to 3 (three) years depending on how often the watch is worn or immediately in the event of an incident or if the water resistance check has detected an issue. The water resistance will then be guaranteed for 2 (two) years without guaranteeing the correct functioning of the watch.

11.4. Over the course of time, watches can develop issues from the infiltration of moisture or oxidation in the movement. Minor distortions linked to normal use or to inexpert polishing may lead to a loss of water resistance. Damage linked to the infiltration of moisture however caused is not covered by the Service warranty.

11.5. In certain cases, the water resistance cannot always be restored even after a Service as normal use over time can lead to small distortions of the case. Damage linked to the ingress of moisture in a watch which has lost its water resistance is therefore excluded from the Service warranty.

11.6. When the battery is changed on a quartz watch or whenever the case of a watch is opened for work, AP systematically suggests a water resistance service. If the Customer declines this Service, no warranty shall be granted. Nevertheless, the new battery will be fitted free of charge.

ARTICLE 12 // 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 that the watch is checked by AP or in an AP Authorized Repair Center which has the suitable equipment.

ARTICLE 13 // 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 commercial reference maintained by AP in order to save the information relating to the modifications made to the watch.

ARTICLE 14 // CHANGE TO THE SERIAL NUMBER

Should a case, middle case, case back, or complete movement need to be replaced, the new component might bear a different serial number than the one originally engraved. AP keeps a record of this change. AP guarantees that this new serial number is unique, and that it is recorded in the group's database. In case of a limited edition, AP will keep the original number of the case, movement, middle case or case back as an exceptional measure, providing the Customer does not refuse the components are kept by AP for recycling.

ARTICLE 15 // COUNTERFEITS

If the examination of the watch reveals that one or more parts of this watch are counterfeit parts (counterfeits or hybrid pieces), no Service will be performed on the watch in question. AP will document the visual and technical aspects which indicate that it is counterfeit. AP may investigate further the counterfeit 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 AP watch.

ARTICLE 16 // WATCH WHOSE APPEARANCE HAS BEEN MODIFIED

If a watch presents parts whose original appearance or a function has been modified, AP will produce an Estimate which takes into account the work required to return the watch to its original appearance or function. AP reserves the right to limit the Service to the parts of the watch which have remained in their original condition. Likewise, AP reserves the right to not perform any Service in the event of unapproved by AP aesthetic and/or technical modifications made to the watch.

ARTICLE 17 // STOLEN WATCH

If a watch is received which has previously been reported as stolen, AP reserves the right to inform the former owner and/or the relevant authorities who alone would have the authority to determine legal ownership of the watch in question, unless a mutual agreement is reached between the former owner and the current possessor, and to keep the watch in custody until ownership is not determined.

ARTICLE 18 // PROTECTION OF PERSONAL DATA

AP and the companies within the Audemars Piguet Group collect and process personal data, particularly data transmitted by the Customer or in connection to the watch or the Audemars Piguet brand (the “Data”). This Data is processed in accordance with the French Data Protection Act. As the Customer left the watch for a Service, AP requires the Customer to provide at least his name, contact details and any observations useful for servicing the watch. The Data is processed in connection with the Service described in these Customer Service General Terms and Conditions, and more generally, as part of the AP’s after-sales service as well as for marketing, administrative, financial, quality, market studies and statistical purposes. The Customer agrees that his data may be processed by AP for such purposes. AP is therefore authorized to inform the Customer, for instance, about new products and services, upcoming offers and events or to send other communications to the Customer for marketing purposes. 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 subcontractor is reserved. Data may be transferred to and processed in a third country, in which AP has a subsidiary or a service provider, including in a country offering a lower level of data protection than Switzerland. The Customer is entitled to require at any time to have his Data accessed, rectified or deleted, by addressing a written request with proof of his identity to Audemars Piguet France SA, 4 rue Halkéy, 75009 Paris, France or by email (gpriva@audemarspiguet.com).

ARTICLE 19 // ENTIRE AGREEMENT

The Services Request, the Estimate together with these Customer Service General Terms and Conditions (save and except for any terms in these Customer Service General Terms and Conditions which are inconsistent with the Estimate, in which circumstances the Estimate shall always prevail) contain the whole agreement between AP and the Customer in respect of the provision of the Service, and supersedes 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 is not expressly incorporated into the Services Request, the Estimate or these Customer Service General Terms and Conditions.

ARTICLE 20 // APPLICABLE LAW

French 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.

ARTICLE 21 // COURT WITH JURISDICTION

Any dispute relating to these Customer Service General Terms and Conditions will be subject to the jurisdiction of the relevant courts where the registered office of Audemars Piguet France SA is located.