ARTICLE 6 – ACCEPTANCE OF THE ESTIMATE BY THE CUSTOMER

If an Estimate is not accepted during its period of validity, or if the Customer rejects the Estimate, the CUSTOMER shall notify the secured delivery service provider designated by AP for the delivery of the watch. AP shall subsequently request the Customer to confirm its acceptance of the Estimate, or to specify the reasons for rejection. If the Estimate is not accepted, the Customer shall pay all fees, charges for the cost of the Estimate and the storage of the watch. If the Estimate is accepted, AP shall subsequently issue the Estimate within its validity period. AP reserves the right to modify the Estimate at any time if a defect or issue, which could not be previously identified at the initial examination for the preparation of the Estimate, shall subsequently be identified. For the purposes of these Customer Service General Terms and Conditions, a “business day” is a day other than a Saturday, Sunday or general holiday in Hong Kong, when banks in Hong Kong are open for business.

2. After the Customer has expressly accepted the Estimate, AP shall thereupon begin to carry out the Service with all reasonable endeavours. Once AP has commenced the Service, the Customer cannot withdraw his acceptance of the Estimate except in the case of a change of strap Service. Unless otherwise agreed in writing by AP and the Customer in advance, the watch shall be returned to the Customer when the Customer has settled the price of the Service in full. AP reserves the right to demand the return of theEstimate if the Service cannot 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 Service has ceased, the same provisions under Article 5 above shall apply with regard to the revised or modified Estimate. If the Service is suspended due to force majeure event or any other reason, the completion of the Service will be postponed by AP at its sole discretion from time to time. AP shall not be liable for any damage to any third party or if, or it could have been foresee, was unavoidable.

ARTICLE 7 – REPLACEMENT OF COMPONENTS

7.1. Except for straps, the costs of watch components replaced during the Service are included in the cost of the Service provided that the replacement of such components is considered regular for the Service by AP. Otherwise, if the watch has, in AP's opinion, undergone an impact or tampering, and AP requires replacement of all such components included in the “Estimate”, such components will be charged and invoiced separately to the Customer. By accepting the Estimate, the Customer agrees that the parts are components exchanged or replaced, except for straps and crystals. AP or the Customer will be informed by AP by which AP shall, at its discretion, either replace the dial and/or strap with ones of the closest appearance and/or size to the original one. AP reserves the right to demand the return of the replaced components. If the Customer shall wish to claim these replaced components, a specific request must be made to AP in writing not later than at the time of the Customer's acceptance of the Estimate. AP reserves the right to demand the return of the replaced components or parts of the Service for the purpose of replacing such components or parts with ones of the closest appearance and/or size to the original one. AP reserves the right to demand the return of the replaced components or parts of the Service for the purpose of replacing such components or parts with ones of the closest appearance and/or size to the original one.

7.2. Components are replaced, as part of the Service, by new components manufactured in line with AP's standards and benefiting from the latest technical and aesthetical manufacturing developments. 7.3. Worn components are replaced, as part of the Service, by new components manufactured in line with the latest technical and aesthetical manufacturing developments.

7.4. Original components which are no longer available for a restoration Service may be recreated by hand by specialist watchmakers to the maximum extent possible.

ARTICLE 8 – RETURN OF THE WATCH TO THE CUSTOMER UPON COMPLETION OF THE SERVICE

8.1. When the Service has been completed or when the Estimate is not accepted or rejected by the Customer, AP shall notify the Customer. The Customer shall then be informed if the watch has been repaired, the Customer shall be informed of the invoice and the date of dispatch of the watch. Provided that the Estimate is accepted, the Customer shall be informed of the invoice and the date of dispatch of the watch. Provided that the watch has been repaired, the Customer shall be informed of the invoice and the date of dispatch of the watch. Provided that the Estimate is accepted, AP shall subsequently issue the Estimate within its validity period. AP reserves the right to modify the Estimate at any time if a defect or issue, which could not be previously identified at the initial examination for the preparation of the Estimate, shall subsequently be identified. For the purposes of these Customer Service General Terms and Conditions, a “business day” is a day other than a Saturday, Sunday or general holiday in Hong Kong, when banks in Hong Kong are open for business. AP reserves the right to demand the return of the replaced components or parts of the Service for the purpose of replacing such components or parts with ones of the closest appearance and/or size to the original one. AP reserves the right to demand the return of the replaced components or parts of the Service for the purpose of replacing such components or parts with ones of the closest appearance and/or size to the original one.

8.2. The Customer who has been issued an Estimate is required to confirm to AP his acceptance of the Estimate, or to specify the reasons for rejection. If the Estimate is not accepted, the Customer shall pay all fees, charges for the cost of the Estimate and the storage of the watch. If the Estimate is accepted, AP shall subsequently issue the Estimate within its validity period. AP reserves the right to modify the Estimate at any time if a defect or issue, which could not be previously identified at the initial examination for the preparation of the Estimate, shall subsequently be identified. For the purposes of these Customer Service General Terms and Conditions, a “business day” is a day other than a Saturday, Sunday or general holiday in Hong Kong, when banks in Hong Kong are open for business.
If the watch is picked up from the Customer through Repair Web Check-In With Pick-Up, in the event of any damage, loss or theft during transportation after the watch has been picked up by the secured delivery service provider, the Customer may be entitled to compensation in strict accordance with Article 9.2 provided always that the Customer must have fully complied with the packaging and shipping instructions provided with the shipping kit for Repair Web Check-In With Pick-Up. AP shall not be held liable for any damage, loss or theft of the watch arising out of or in connection with any failure on the part of the Customer to comply with the packaging and shipping instructions sent together with the shipping kit for Repair Web Check-In With Pick-Up.

9.2. During Service by AP: Despite the greatest care being taken by AP of the watch entrusted to AP for the Service, some components may be impacted during the Service. In the event that such components are not replaceable by AP at its part of the Service, the Customer agrees that he shall only bring the watch to AP for the purpose of the Service and understand that there is a certain risk of damage or alteration to such components in the event of the Service, which AP shall not be liable for.

Model from the current collection: AP will replace the damaged watch with a new watch of the same model or, for limited editions, replace the watch with a similar watch of the same or similar value. AP also reserves the right to refuse the repair of the watch if the Customer does not wish to have its watch undergo such Water Resistance Service, no warranty shall be granted.

ARTICLE 13 – CHANGE OF BATTERY ON A QUARTZ WATCH

When a battery on a quartz watch is changed, AP systematically recommends a Water Resistance Service. If the Customer does not wish to have his watch undergo such Water Resistance Service, the new battery will be fitted free of charge but no warranty shall be granted for the same. Any alteration to the configuration or the change of battery shall not extend to cover the overall condition and the other functions of the watch.

ARTICLE 14 – RECOMMENDATIONS CONCERNING MAGNETISM

A large proportion of modern equipment, such as scanners, household appliances and mobile phones, generates a magnetic field. A watch may become magnetized when it is placed in proximity to such equipment. AP recommends its Customers 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 Authorized Service Centre that has the suitable equipment. No warranty shall be provided for such test.

ARTICLE 15 – CHANGE TO THE REFERENCE

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

ARTICLE 16 – CHANGE TO THE SERIAL NUMBER

When a case, middle case, case back, or complete movement is replaced, the new component might bear a different serial number from the one originally engraved. AP keeps a record of these changes. AP warrants that each of the new serial number shall be unique, and that it is recorded in the Audemars Piguet Group's database. In case of a limited edition, the original number of the case, movement, middle case or case back that is removed with the watch, provided that the Customer agrees that the replaced components shall be surrendered to AP.

ARTICLE 17 – COUNTERFEITS

If the examination of a watch reveals that any one or more 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 document the visual and technical discrepancies which indicate that the watch is counterfeit. AP will inform the owner of the watch into the origin of the counterfeit part(s) and the methods used to manufacture it. A Customer who agrees to assign the counterfeit to AP will be issued a certificate stating that his watch is not an authentic "Audemars Piguet" watch.

ARTICLE 18 – WATCH WHOSE APPEARANCE HAS BEEN MODIFIED

If the original appearance and/or functionality of a watch (or any part thereof) are shown to have been modified, the Estimate prepared by AP will take into account the works required to restore the watch back to its original appearance and/or functionality. AP reserves the right to limit the Service to the parts of the watch which have been kept in their original appearance and functionality.

AP reserves the right not to perform any Service where aesthetic and/or technical modifications unapproved by AP have been made to the watch.

ARTICLE 19 – STOLEN WATCH

If a watch received by AP has previously been reported as stolen, AP reserves the right to inform the owner of the stolen watch or the relevant authorities having the authority to determine legal ownership of the watch in question, and to keep the watch in AP’s custody until ownership is finally determined by an order of a competent Court, respectively. Unless mutual agreement is reached between the former owner and the current possessor, AP reserves the right to seek indemnity from the customer for any expenditure incurred for the Service. A Customer who agrees to assign the watch to AP agrees to release AP from any and all claims and liabilities in connection with any disputes regarding the stolen watch.

ARTICLE 20 – PERSONAL DATA

AP collects and uses Customer data for the purposes of providing customer services. The integral Privacy Notice is available on the Website and upon request.

ARTICLE 21 – ENTIRE AGREEMENT

21.1. Subject to Article 21.2, the Estimates to the Service Request together with these Customer Service General Terms and Conditions and the Privacy Notice available on the Website contain the whole agreement between AP and the Customer in respect of the provision of the Service, which supersedes any prior or other agreements or understandings made between AP and the Customer, whether oral or written, including any discussion between AP and the Customer regarding the theft of the watch.

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 Service Request.

Any dispute or provision or any other term or condition in these Customer Service General Terms and Conditions is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of these Customer Service General Terms and Conditions or invalidate any provision or any other term or condition in these Customer Service General Terms and Conditions and Conditions or invalidate any provision or any other term or condition in these Customer Service General Terms and Conditions.

2.1. The Terms of Use and the Cookie Policy of the Website are available on the Website and are incorporated by reference into these Customer Service General Terms and Conditions, which shall apply to a Customer using the Website.

ARTICLE 22 – APPLICABLE LAW

Hong Kong law is applicable to these Customer Service General Terms and Conditions and the Website, except for the dispute arising from the Service in connection with which the Customer Service General Terms and Conditions shall be subject to the exclusive jurisdiction of the Hong Kong courts.