ARTICLE 1 – SCOPE OF APPLICATION
These Customer Service General Terms and Conditions of Audemars Piguet (Singapore) Pte Ltd ("AP") apply to all repairs and other maintenance services carried out by AP (the "Service") on any watch of the "Audemars Piguet" brand belonging to a third party, whether an individual or corporate entity (the "Customer"), and given for Service.

ARTICLE 2 – REPAIR WEB CHECK-IN WITH PICK-UP REQUEST OR DROP OFF OF THE WATCH FOR SERVICE AND ESTIMATE
2.1. When requested by the Customer and provided the Customer has created an account on the "Audemars Piguet" website, the Customer may request a repair web check-in with pick-up of his watch in countries or regions where this repair web check-in with pick-up request is available. The Customer will receive a shipping kit along with further packaging and shipping instructions for the service of the watch. Once confirmed by AP, the watch will be delivered to the Customer by a local post service. The Customer must contact the secured delivery service designated by AP to arrange or modify the pick-up request provided the Customer has accepted the relevant terms and conditions of the secured delivery service (including its privacy policy). Once the secured delivery service has picked up the watch, the Customer cannot cancel the repair web check-in with pick-up request. The watch will be delivered by the secured delivery service to the most appropriate local or abroad customer service center of the Audemars Piguet Group depending on the location, the required skills and the urgency level of the request.

2.2. Once the watch is delivered by a secured delivery service or directly by the Customer to AP, the Customer will be given an estimate provided that the type of Service required and its associated fees (including any minimum service charge) cannot be determined immediately when the watch is dropped off directly by the Customer, the Customer will be given a service request form certifying that the watch has been left at AP for Service (the "Services Request"). The estimate or the Services Request (as the case may be) is provided for general information only. The watch is accepted by AP upon delivery of the watch at AP. The Customer who has been issued an estimate is required to confirm to AP his acceptance of the Estimate during the validity period of the Estimate. AP reserves the right to refuse the accepted estimate if there are any defects in the watch, except for a minor maintenance service (exclusively), without giving any warranty which was not previously detected during the preparation of the Estimate for a watch delivered at AP during the warranty period.

2.3. When requested by the Customer, if it is not possible to promptly determine the nature and price of the Service, a detailed estimate will be delivered to the Customer. AP reserves the right to send the Customer's watch to a different local or abroad AP Authorized Service Center for the purposes of the Service.

2.4. When a watch is received by AP, it will be promptly recorded digitally to document its general condition on reception. AP reserves the right to take additional pictures or film the watch at any time during the Service. If requested by the Customer, AP will provide the pictures, the videos or extracts thereof. AP will keep the pictures and the videos up to a period of 12 months from the date shown on the invoice.

ARTICLE 3 – PRICE FOR THE PREPARATION OF THE ESTIMATE
The Estimate is normally prepared free of charge except for a watch for which the reference cannot be determined in the preparation of the estimate. AP reserves the right to charge the Customer for the preparation of the estimate in the event that these components cannot be replaced at AP's expense, the Customer agrees that the costing for the Service takes into account the cost of the components for replacement, particularly when these components are made from precious materials. By accepting the Estimate, the Customer agrees that the components exchanged or replaced, except for the cases provided for in Article 7 of this Article, will be replaced, on and from the date of the Estimate, unless otherwise agreed by the parties. The availability of dials and straps which are identical to the watch's original components is limited to certain current models or for similar watches, which shall be for reference only. For other watches, AP reserves the right to replace the dial and/or the strap with a dial and/or strap with the closest possible appearance to the original when such type of reconditioning is technically possible.

ARTICLE 4 – PRICE OF THE SERVICE
4.1. The price of the Services quoted on an Estimate shall be net of VAT and any other applicable taxes, and does not include the charge for packaging, transporting and insurance, unless a written agreement to the contrary is signed by AP and the Customer. AP reserves the right to charge separately the repair web check-in with pick-up request to the Customer.

4.2. Unless otherwise agreed in writing and signed by AP and the Customer, the watch is returned to the Customer with a shipping invoice. AP reserves the right to charge partial or full payment in advance, in full or in part of the estimated cost of the repair to be carried out or where the watch is not to be collected by the Customer in person at AP upon completion of the Service (Article 8).

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 allow AP to replace the dial and/or strap with a dial and/or strap identical to the original or closest possible appearance to the original. If the Customer accepts the replacement date, these components will be invoiced separately to the Customer. In any case, the Customer cannot withdraw his acceptance of the Estimate except for a change of strap Service.

ARTICLE 7 – REPLACEMENT OF COMPONENTS
7.1. Except for straps, the costs of the components replaced during a Service are included in the price of the Service as long as the replacement of these components is considered usual and regular for the Service. Otherwise, particularly if the watch has undergone an impact or any other damage which requires the replacement of certain components before their usual replacement date, the Customer agrees to sign an amended or modified estimate or a new estimate which will include the increased costs. The pricing for the Service takes into account the costs of the components for replacement, particularly when these components are made from precious materials. By accepting the Estimate, the Customer agrees that the components exchanged or replaced, except for the cases provided for in Article 7 of this Article, will be replaced, on and from the date of the Estimate, unless otherwise agreed by the parties. The availability of dials and straps which are identical to the watch's original components is limited to certain current models or for similar watches, which shall be for reference only. For other watches, AP reserves the right to replace the dial and/or the strap with a dial and/or strap with the closest possible appearance to the watch's original component, or recondition the original dial, when such type of reconditioning is technically 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 or when the Service has been ceased for whatever reason, the Customer will be informed by AP of the same and the fact that the watch will be returned to the Customer at AP's expense. The Customer may collect his watch at AP's expense, subject to any conditional fees for the receipt of the replaced components. If the Customer insists on retaining these replaced components, the request must be made known to AP in writing not later than at the time of the acceptance of the Estimate or ceases the Service. If the request has been received after the completion of the Service, the Customer agrees to reimburse the expenses which may have been incurred. Worn 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 standards.

ARTICLE 9 – LOSS OF OR DAMAGE TO THE WATCH
9.1. Before receipt by AP:
• If the Customer decides to send a watch directly to AP, AP shall not be liable for any damage caused to the Customer's watch while it is in transit, or for its loss or theft before it is delivered to AP. The Customer will be responsible for ensuring all required documentation and, if required, for ensuring that the watch complies with all security requirements. The Customer will be solely responsible for ensuring compliance with the procedures and conditions for exporting/importing a watch sent directly to a Customer by AP for Service. AP shall not under any circumstances be held liable for any breach whatsoever committed by the Customer.

9.2. After receipt by AP:
• Despite the greatest care being taken by AP of the watches entrusted to it for Service, it is possible that some components may be damaged during the Service. In the event that these components cannot be replaced at AP's expense, the Customer agrees that...
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 Singapore boutique.
- Model from the out-of-box collection: AP may, at its absolute discretion, make financial compensation on the basis of the market value of the watch.

9.3. When it is returned to the Customer: Without prejudice to Article 8.3, AP agrees to 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 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 service warranty under Article 11.1 covers all manufacturing and workmanship defects, including those resulted from defective components, and any form of a defect occurring during the Service or damage occasioned in transit when the watch is being returned to the Customer.

11.3. A watch that is defective or indirectly caused by any of the following are not covered by the product or service warranty: normal wear and tear, anomalies relating to a shock, abnormal use, incorrect handling, works carried out on the watch by someone other than an AP Authorized Service Center, failure to observe the recommended practice in preserving water-resistance of the watch and damage linked to the ingress of moisture in a watch that has lost its water resistance as set forth in Article 12.

11.4. The Customer is responsible for checking the watch and then informing AP in writing of any difference noted within 10 (ten) business days after the watch is returned after the Service. If the Customer fails to so 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 thereupon be released from any and all claims and liabilities, unless it relates to a defect which isdiscoverable by the naked eye.

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 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 immerse the watch, and to have a water resistance control performed by AP. 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 it. In any case, AP recommends that a watch with a leather strap, even though it has been properly dried, be immediately replaced with a new leather strap.

12.2. AP recommends to its Customer to check the water resistance of their watch at least once every 2 (two) years, and every year if the watch is frequently exposed to water and damp environments. Such control, 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 control.

12.3. If an issue is detected from the above-mentioned water resistance control, a chargeable water resistance Service (in which the watch case will be dismantled and its seals will be replaced to reinstate the water resistance capability of the watch) is recommended by AP. A chargeable water resistance Service is also required every 2 (two) to 3 (three) years depending on how often the watch is worn or immediately in the event of an accident. Following such water resistance Service and subject to Articles 12.4 and 12.5, the water resistance of the watch will be warranted for 2 (two) years, but such water resistance warranty does not extend to cover any additional Service required.

12.4. Defects of a watch directly or indirectly caused by any of the following are not covered by the product or service warranty: normal wear and tear, anomalies relating to a shock, abnormal use, incorrect handling, works carried out on the watch by someone other than an AP Authorized Service Center, failure to observe the recommended practice in preserving water-resistance of the watch and damage linked to the ingress of moisture in a watch that has lost its water resistance as set forth in Article 12.

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

ARTICLE 13 – CHANGE OF BATTERY ON A QUARTZ WATCH

When the battery is changed 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 or that no additional Service is required.

ARTICLE 14 – RECOMMENDATIONS CONCERNING MAGNETIC FIELD

In order to protect your 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 SERIAL NUMBER

Should a case, middle case, case back, or complete movement need to be replaced, the new component will not bear a different serial number than the one originally engraved. AP keeps a record of these changes. AP warranties 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 of the case, movement, 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 16 – WATCH WHOSE APPEARANCE HAS BEEN MODIFIED

If a watch (or any part(s) thereof) is shown with its original appearance or functions having been modified, the Estimate prepared by AP will take into account the works required to restore the watch back to its original appearance or functions. AP reserves the right to limit the Service to the parts of the watch which have been kept in their original appearance and function. Likewise, AP reserves the right to not perform any Service where aesthetic and/or technical modifications unapproved by AP have been made to the watch.

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 document the visual and technical aspects which indicate that the watch is counterfeit. AP may investigate further between AP and the Customer relating to such subject matter. The parties agree 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 WHERE THE SERIAL NUMBER IS NOT LEGIBLE

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 reserves the right to not 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 has previously been reported as stolen, AP reserves the right to inform the former owner 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, unless a mutual agreement is reached between the former owner and the current possessor.

ARTICLE 20 – PERSONAL DATA

AP collects and uses 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 Service 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 supersedes and replaces any prior written or oral agreements, representations and 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

Singapore law (excluding its rules on conflicts of law) is applicable to these Customer Service General Terms and Conditions and the relationship between AP and the Customer. Where the laws of Singapore are different to the mandatory consumer laws in Customer’s own country, AP will afford the Customer with similar protection.

ARTICLE 23 – COURT WITH JURISDICTION

As far as legally possible, any dispute relating to or in connection with these Customer Service General Terms and Conditions will be subject to the exclusive authority of Singapore law.