

CUSTOMER SERVICE GENERAL TERMS AND CONDITIONS

CLAUSE 1 / SCOPE

These General Terms and Conditions of Customer Service of Audemars Piguet Iberia S.A. ("AP") apply to each and every repair and other maintenance services carried out by AP (the "Service") on any watch of the "Audemars Piguet" brand belonging to a third party, who can be a natural or legal person (the "Customer" or "you"), that is sent in for a Service.

CLAUSE 2 / ONLINE REPAIR TICKET WITH COLLECTION REQUEST OR TO SEND IN A WATCH FOR A SERVICE AND A QUOTE

2.1. You may, on your own request and provided that you have created an account on www.audemarspiguet.com, open an online repair ticket with collection request for your watch in those countries or regions in which this service is available. You will receive a shipping kit with additional packaging and shipping instructions so that you can safely send your watch. Once the shipping kit is ready, you must contact AP's designated secure delivery service to arrange collection or modify the existing collection arrangements, provided that you have accepted the terms and conditions of the secure delivery service (including its privacy policy). Once the watch has been collected by the secure delivery service, you can no longer cancel the online repair ticket with collection request. The watch will be delivered by the secure delivery service to the Audemars Piguet Group's most suitable customer care service facility either locally or abroad, depending on the location, with the necessary competence and as quickly as possible.

2.2. Once the watch has been delivered either by a secure delivery service or directly by you to AP, you will be given a quote (the "Quote") provided that the type of Service required and its cost can be immediately established. When you drop off the watch directly with AP, if the type of Service required and its cost cannot be immediately established, you will be given a service request form that certifies that the watch has been left with AP for the Service (the "Service Request"). The Quote or the Service Request (as applicable) describes the general condition of the watch as observed by AP at the time of receipt. If you have received a Quote, you must confirm to AP that you accept it within its validity period. In the case of a watch received by AP during the warranty period, AP reserves the right to amend the Quote at any time if a defect that was not identified when preparing the Quote is subsequently found and it is established that such defect is not included in the warranty.

2.3. Upon your request, or if the nature and price of the Service cannot be immediately established when sending the watch, AP will send you within a reasonable time a Quote covering the cost of dismantling the watch and examining the movement. Upon your request, AP may draw up a detailed quote setting out the components of the watch to be replaced or repaired during the Service (the "Detailed Quote"). For the purposes of these General Terms and Conditions of Customer Service, the term "Quote" shall hereinafter include both Detailed Quotes and all other quotes of any kind.

2.4. Quotes shall remain valid for 3 (three) months from their date of issue and must be expressly approved by you. AP may (but is under no obligation to) send up to 3 (three) reminders during the Quote's validity period.

2.5. If AP realises before it starts to carry out the Service that additional actions that were not included in the Quote are required in order to preserve the operation, integrity and water resistance of the watch, it will immediately send you an updated Quote. The Service will only begin once you have expressly accepted the updated Quote.

2.6. AP reserves the right to send your watch to a different AP authorised repair centre located locally or abroad in order to draw up the Quote.

2.7. When AP receives a watch, it will immediately make a digital recording of it in order to have a record of its general condition at the time of receipt. AP reserves the right to take additional photographs or to film the watch at any time during the Service. AP will provide the resulting photographs or videos, or parts thereof, on your request. AP will retain the photographs and videos for up to 12 months from the date appearing on the invoice.

CLAUSE 3 / FEE CHARGED FOR DRAWING UP THE QUOTE

Quotes are usually provided free of charge. However, this does not apply to watches whose reference number cannot be identified or that require restoration or to certain models with significant complications. In such cases in which a fee will be charged for drawing up the Quote, a deposit invoice will be issued on AP's receipt of the watch. You only have to pay this deposit invoice if you reject the Quote, and no later than when the watch is returned to you. If a Quote is not accepted during its validity period, AP reserves the right to charge a fee for drawing up the Quote and for the deposit of the watch.

CLAUSE 4 / PRICE OF THE SERVICE

4.1. Unless otherwise agreed by you and AP in a signed written agreement, the price of the Service under a Quote is exclusive of VAT and any other applicable taxes, as well as of packaging, shipping and insurance costs. AP reserves the right to charge you separately for the online repair ticket with collection request.

4.2. Unless otherwise agreed and signed by you and AP in writing, the price of the Service must be paid no later than when the watch is returned to you. Notwithstanding the foregoing, AP reserves the right to demand full or partial advance payment, in particular if it is going to perform restoration Services or if a watch is not going to be returned to you in person at an AP centre (Clause 8).

CLAUSE 5 / REJECTION OF THE QUOTE

Once the Quote's validity period has expired, or if you have rejected the Quote, the watch will be returned to you as provided in Clause 8, in the same condition in which you sent it in, once you have paid in full for the cost of drawing up the Quote as provided in Clause 3.

CLAUSE 6 / ACCEPTANCE OF THE DETAILED QUOTE

6.1. If you accept the Quote within 15 (fifteen) business days from its date of issue, AP must act diligently to ensure that the Service is carried out within the time stated in the Quote. If the Quote is not accepted within 15 business days following its issue, AP must give you a new date for the provision of the service. This new date will be calculated taking into account AP's workload at the time, and the resulting period may be longer than the one initially stated in the Quote. Any period provided to you is for reference only. A "business day" is a day other than a Saturday or Sunday or a national public holiday in Spain, in which banks in Spain are open to the public.

6.2. If you opened an online repair ticket with collection request or accepted the Quote remotely (by email, telephone or other communication method), you will have 14 (fourteen) days from the date of acceptance of the Quote to withdraw from the contract. The day on which the quote was accepted is not included in the calculation of this period. The withdrawal period starts at the beginning of the first hour of the first day and ends at the end of the last hour of the last day of the period. If the period ends on a Saturday or Sunday or on a day that is a public holiday in Spain, it will be extended to the next business day. You may exercise your right of withdrawal by writing to Audemars Piguet Iberia S.A. at Calle Serrano 66, 3ª Planta, 28001 Madrid (Spain) or sending an email to repairs.apib@audemarspiguet.com (Annex 1), using the template provided at the end of these General Terms and Conditions of Customer Service. When you exercise your right of withdrawal, AP will refund any amounts paid within 14 (fourteen) days after the date on which AP was informed of your decision to withdraw, using the payment method used by you for the original transaction.

AP will also return the watch to you, at your expense, within the same time and as provided in Clause 8.

6.3. AP undertakes to perform the Service from your acceptance of the Quote and after the end of the withdrawal period, if any. As soon as AP starts working on the Service, you will no longer be able to withdraw your acceptance of the Quote, unless it relates to a change of bracelet and only under the right of withdrawal, if you have such right.

6.4. AP reserves the right to send your watch to an AP Authorised Repair Centre locally or abroad to carry out the Service.

6.5. If any problems not attributable to AP arise during the Service, such as problems caused by the age or condition of the watch or by an alleged event of force majeure, such that the Service can no longer be carried out at all or as originally stated, AP reserves the right to revise or amend the Quote or stop the Service. If the revised or amended Quote is not accepted, or if the performance of the Service has stopped, the watch will be returned to you in the same condition, as far as possible, as when AP received it. If an invoice for the Quote has been issued, it must be paid no later than when the watch is returned to you.

6.6. Unless otherwise agreed by you and AP, if despite all reasonable efforts, AP is unable to complete the Service within the established time due to an event of force majeure or for any other reason, the completion of the Service will be delayed in accordance with the nature and scale of the event or reason.

6.7. In this clause, events of force majeure shall be deemed to mean and include, by way of example without limitation, accidents, natural phenomena, natural disasters, fire, explosions, acts or omissions of any government agency, unexpected changes to laws or regulations, a widespread shortage of raw materials or energy, a pandemic, epidemic, quarantine, lockdown, act of terrorism, national strike, riot, war or civil commotion, and any other reasons beyond AP's reasonable control that, due to their nature, could not be foreseen, or that could have been foreseen but not prevented.

CLAUSE 7 / REPLACEMENT OF COMPONENTS

7.1. With the exception of straps, components replaced during a Service are included in the price of the Service, provided that such replacements are considered normal and customary for the Service. In all other cases, and specifically if the watch has been hit or has suffered any other damage requiring certain components to be replaced before their standard replacement date, you will be billed separately for those components. In any event, the invoice for the Service will take into account the cost and value of the replaced components, which will be retained, particularly if they are made of noble materials. By accepting the Quote, you agree that, with the exception of straps and bracelets, the replaced components will be retained by AP, and you therefore waive the right to their return. If you insist on the return of the replaced components, you must ask AP to return them in writing no later than at the time of accepting the Quote, and AP reserves the right to increase the price of the Service as a result. As part of the Service, used components will be replaced with new ones manufactured in accordance with AP's standards and with the latest technical and aesthetic manufacturing advances.

7.2. As far as possible, original components that are no longer available will be hand-made by specialist watchmakers from the restoration service.

7.3. Sometimes, watch faces and straps that are identical to the original components of a watch may only be available for limited times. If they are not available, AP will either replace the watch face and/or strap with one that is as similar as possible to the original or will repair the original dial if this is technically possible.

CLAUSE 8 / RETURN OF THE WATCH TO YOU ON COMPLETION OF THE SERVICE

8.1. On completion of the Service, when you reject or do not accept the Quote or when the Service has stopped for any reason, you will be informed by AP of this and of the fact that the watch will be returned to you at AP. When you go to collect the watch, you must present the original Quote, the Service Request (if there is one) and ID. If the watch was originally collected by a secure delivery service (online repair ticket with collection request), it will be returned to you, once you have paid for the Service, only to an address in the country in which it was originally collected.

8.2. If requested by you in writing, the watch may also be returned to you within a reasonable time in secure packaging at the Spanish address provided by you when you took the watch in for the Service. If you sent the watch to AP from abroad, it will be returned to you within a reasonable time in secure packaging to the address provided by you in the country from which it was sent, provided that the country in question has complied with all necessary customs formalities. Changes of address after AP's receipt of the watch will only be accepted if your identity has been formally verified.

8.3. AP will accept no liability for any damage or for the loss of a watch if it was caused by you providing an incorrect address.

CLAUSE 9 / LOSS OF OR DAMAGE

9.1. Before AP's receipt of the watch:

- If you decide to send a watch directly to AP, AP will not be liable for any damage caused to it while in transit or for its loss or theft before reaching AP. You must send your watch through a secure and/or certified delivery service. AP will estimate the value as new of current models or similar watches upon request and for reference purposes only. Other watches may only be valued by reputable auction houses. If you send a watch directly to an AP service, you will be solely responsible for ensuring compliance with the procedures and conditions for exporting/importing it. AP will in no event accept any liability for any non-compliance by you.
- If the watch was initially collected on AP's behalf at an address designated by you (online repair ticket with collection request), AP undertakes to compensate you as provided in Clause 9.2 if the watch is lost or stolen during transit after it was received by AP's designated secure delivery service, provided that you complied with the packaging and shipping instructions received with the shipping kit. Otherwise, the preceding paragraph will apply.

9.2. After AP's receipt of the watch: AP takes utmost care with the watches entrusted to it by you for the Service. In spite of this, some components may be damaged during the Service. If they cannot be replaced at AP's expense, you agree that AP will only compensate you in accordance with the following rules:

- If the model forms part of the current collection: AP will either replace the damaged watch with a new watch of the same model or, if it was a limited-edition watch, with a similar watch of the same value (in accordance with the price paid by you up to the recommended retail price of the new watch of the same or a similar model at AP's Madrid boutique) or, if so decided by AP at its full discretion, it shall pay financial compensation based on the market value of the watch.
- If the model does not form part of the current collection: AP will either replace the watch with a similar watch of the same value (in accordance with the price paid by you up to the recommended retail price of the similar watch at AP's Madrid boutique) or, if so decided by AP at its full discretion, it shall pay financial compensation based on the market value of the watch.

9.3. When returning the watch to you: Without prejudice to the provisions of Clause 8.3, if the watch is lost or stolen when in transit on its way back to you, AP agrees to offer you compensation strictly in accordance with the rules set forth in Clause 9.2.

CLAUSE 10 / INDICATIVE REPLACEMENT PRICE

10.1. AP undertakes to provide, upon your written request and free of charge, an indicative cost of replacing your watch for insurance purposes and in accordance with the following rules:

- If the model forms part of the current collection: AP will provide the current selling price of a new watch of the same model at AP's Madrid boutique.
 - If the model does not form part of the current collection: AP will make all reasonable efforts to provide the current selling price of a new watch of a similar model forming part of the collection at AP's Madrid boutique.
 - Limited-edition watches or watches that are over 25 years old: AP is unable to provide an indicative price for the replacement of such watches. You may contact any renowned auction house to value your watch.
- 10.2. AP will not appraise the market value of any individual watch.

CLAUSE 11 / WARRANTY FOR THE SERVICE

11.1. In accordance with Clause 12, work carried out as part of the Service and components replaced during it carry a warranty of 2 (two) years from the date appearing on the invoice.

11.2. Without prejudice to Clause 9, the service warranty provided for in Clause 11.1 covers all manufacturing and workmanship defects, including those resulting from defective components, defective workmanship during the Service or damage suffered in transit when returning the watch to you.

11.3. Defects in a watch directly or indirectly resulting from any of the following reasons are not covered by the product or Service warranty: normal wear and tear, abnormalities associated with being hit, misuse, mishandling, work carried out on the watch by someone other than an AP authorised repair centre, failure to comply with the recommendations to preserve the water resistance of the watch, and damage associated with the penetration of moisture into a watch that is no longer water-resistant as stated in Clause 12.

11.4. You are responsible for examining the watch and reporting any defects identified in writing to AP within 10 (ten) business days from the date of its return after the Service. If you fail to report such defects to AP within 10 (ten) business days, the watch will be deemed to have been accepted by you as being in good condition, and AP will be released from any claims or liability unless they relate to a defect that could not reasonably have been quickly identified. In such case, you may only ask AP to repair the defect in accordance with the General Terms and Conditions of Customer Service.

11.5. If you refuse to allow the Service to be carried out on the watch (particularly in the case of a maintenance, repair or water resistance Service), AP will be released from any obligation and liability in relation to the watch, its operation, its water resistance and its integrity.

CLAUSE 12 / WATER RESISTANCE

12.1. The water resistance of the watch may be compromised by an accident or as a result of contact with an aggressive material (such as acid, perfume or liquid metal, among others). After such incidents, it is vital that you avoid fully immersing the watch in water and that you carry out a water resistance test on it as soon as possible. If you often go swimming, AP recommends that you rinse the watch with fresh water on a regular basis and then dry it, because sand, salt and chlorine are abrasive and corrosive agents. In any event, AP recommends that you avoid immersing watches with leather straps in water, even if they are water-resistant, to avoid damaging the strap. If your watch is not water-resistant, you must not immerse it or allow it to come into contact with water or any other kind of liquid. Damage caused by the penetration of moisture into a non-water-resistant watch is not covered by the warranty.

12.2. AP recommends that you check the water resistance of your watch at least once every 2 (two) years, or every year if the watch is often exposed to water and humid environments. This test, which is available separately from any other Service, is available to Customers free of charge at AP or any AP authorised repair centre that has appropriate equipment to carry it out. No warranty is given for this test.

12.3. If a problem is identified in the above-mentioned water resistance test, AP recommends a paid water resistance Service (this involves dismantling the case and replacing the gaskets to restore the water resistance of the watch). A paid water resistance Service is also required every 2 (two) to 3 (three) years, depending on how often you use the watch, or immediately after an incident. After the water resistance Service, and without prejudice to Clauses 12.4 and 12.5, the water resistance of the watch will be covered by a warranty for 2 (two) years, but this will not cover its general condition or other features.

12.4. Over time, watches may suffer from problems due to moisture seeping in or the oxidation of the movement. In some cases, the water resistance of a watch cannot be restored even with a water resistance Service, as normal wear and tear or unskilled polishing may result in small distortions and reduced water resistance.

12.5. AP systematically recommends carrying out a water resistance Service whenever a watch case is opened. No warranty of any kind will be given if you reject this Service.

CLAUSE 13 / BATTERY REPLACEMENTS IN QUARTZ WATCHES

AP systematically recommends carrying out a water resistance Service with each battery change in the case of quartz watches. No warranty will be given if you refuse this. However, the battery will be replaced free of charge. Replacing the battery does not guarantee the general condition and other features of the watch or that it does not require an additional Service.

CLAUSE 14 / RECOMMENDATIONS REGARDING MAGNETISM

Many modern devices, such as scanners, household appliances and mobile phones, generate magnetic fields. A watch may become magnetised following close proximity to a magnetic field, and this may affect its operation. In such cases, AP recommends that you check the magnetism of your watch. This test, which is not part of any Service in accordance with this document, is available to Customers free of charge at AP or any AP authorised repair centre that has appropriate equipment to carry it out. No warranty is given for this test.

CLAUSE 15 / CHANGE OF REFERENCE NUMBER

AP allows certain aesthetic changes to be made to its products subject to AP's express approval and provided that they give the watch the appearance of a model forming part of its current or previous collections. These modifications may require a change to the reference number of the watch or to the record of modifications kept by AP.

CLAUSE 16 / CHANGE OF SERIAL NUMBER

If a case, middle case, dial or entire movement has to be replaced, the new component may have a different serial number to the originally engraved one. 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 the case of limited-edition watches, AP will retain the original number of the case, movement, middle case or dial on an exceptional basis, provided that you do not refuse to allow the components to be retained by AP for recycling.

CLAUSE 17 / COUNTERFEITS

If it is found on examination that any parts of the watch are counterfeits (counterfeit or hybrid parts), no Service will be carried out on the watch. AP will document the visual and technical aspects that indicate that the watch is a counterfeit. AP may investigate further to obtain more information about the origin of the watch. If you agree to transfer ownership of the counterfeit watch to AP, AP will give you a confirmation certifying that the watch is not a genuine Audemars Piguet watch.

CLAUSE 18 / WATCHES WHOSE APPEARANCE HAS BEEN ALTERED

If AP receives a watch with its original appearance or features (or those of any part of it) having been altered, AP's Quote will take into account the work required to restore the original appearance or features. AP reserves the right to restrict the Service to those parts whose original appearance and features remain unaltered. Furthermore, AP reserves the right to refuse to carry out a Service if aesthetic and/or technical modifications not approved by AP have been made to the watch.

CLAUSE 19 / STOLEN WATCHES

If it receives a watch previously reported as stolen, AP reserves the right to inform the previous owner and/or the competent authorities, who will be authorised to establish who the rightful owner is, and to retain the watch until its ownership has been legally established, unless a mutual agreement is reached between the previous owner and the person currently in possession.

CLAUSE 20 / PERSONAL DATA

AP collects and uses Customers' personal data to provide Customer Care Services. The full privacy notice (the "Privacy Notice") is available on request or at www.audemarspiguet.com.

CLAUSE 21 / ENTIRE AGREEMENT

21.1. Without prejudice to Clause 21.2, the Service Request and the Quote, together with these General Terms and Conditions of Customer Service and the Privacy Notice provided at www.audemarspiguet.com contain the entire agreement between you and AP in relation to the provision of the Service and supersede any prior oral or written agreement, representation or understanding between you and AP in relation to the said subject matter. The parties confirm that they have not carried out any transactions based on any representations that have not been expressly recorded in writing in the Service Request, the Quote or these General Terms and Conditions of Customer Service.

21.2. Any inconsistencies or ambiguities will be resolved in accordance with the following order of priority: 1. the Quote; 2. these General Terms and Conditions of Customer Service 3; the Service Request. The provisions of the Privacy Notice, which is available at www.audemarspiguet.com, will prevail only in relation to the subject matter of this agreement.

21.3. The terms of use and the cookie policy, which are available at www.audemarspiguet.com, are incorporated into these General Terms and Conditions of Customer Service when you request the Service online at www.audemarspiguet.com.

CLAUSE 22 / APPLICABLE LAW

These General Terms and Conditions of Customer Service and the relationship between you and AP shall be governed by Spanish law (excluding the rules on conflict of laws). If there is a conflict between Spanish law and the mandatory consumer protection laws in force in your country, AP will give you similar protection to that provided by those laws of your country.

CLAUSE 23 / JURISDICTION

As far as legally possible, any dispute relating to these General Terms and Conditions of Customer Service shall fall within the sole jurisdiction of the country in which AP's registered office is located.

ANNEX 1 / WITHDRAWAL FORM (FOLLOWING YOUR ACCEPTANCE OF THE QUOTE)

In accordance with Audemars Piguet Iberia S.A.'s General Terms and Conditions of Customer Service, please fill in this form and send it to the address provided below only if you have accepted the Quote remotely (on www.audemarspiguet.com or by email, telephone or other distance communication method) and you wish to exercise your right to withdraw from the Quote you have accepted.

For the attention of: Audemars Piguet Iberia S.A., Calle Serrano 66, 3ª Planta, 28001 Madrid (Spain).

I hereby withdraw my acceptance of the repair Quote:

Quote acceptance date:
Quote no.:
Customer's name:
Customer's address:
Customer's signature (only if this form is sent in printed form):
Date: