ARTICLE 1 – SCOPE OF APPLICATION
These Customer Service General Terms and Conditions of Audemars Piguet Iberia SA (“AP”) apply in Spain to any watch which was originally set forth in the Estimate. Any timeframe provided to the Customer shall be for reference purposes only.

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 online using an Authorized Service Center for the purposes of the Service. The Estimate or the Services Request (as the case may be) shall be sent by email to the Customer and shall be sent at least one day before the watch is returned to the Customer. In any case, 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 increase 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 a collision by the Customer or any other reason, the completion of the Service will be postponed depending on the nature and scale of the circumstances resulting in the delay, subject to any contrary agreement between AP and the Customer.

ARTICLE 3 – PRICE FOR THE PREPARATION OF THE ESTIMATE

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.

ARTICLE 5 – REJECTION OF THE ESTIMATE BY THE CUSTOMER
5.1. If an Estimate is not accepted during its period of validity, or if the Customer rejects the Estimate, the Customer must return the watch to the Authorized Service Center for the purposes of the Service. Otherwise, particularly if the watch has undergone an impact or a collision by the Customer or any other reason, the completion of the Service will be postponed depending on the nature and scale of the circumstances resulting in the delay, subject to any contrary agreement between AP and the Customer.

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 a collision by the Customer or any other reason, the completion of the Service will be postponed depending on the nature and scale of the circumstances resulting in the delay, subject to any contrary agreement between AP and the Customer.

ARTICLE 8 – RETURN OF THE WATCH TO THE CUSTOMER
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 of the status of the Service and the fact that the watch will be returned to the Customer at AP. The original Estimate, the Services Request (if one has been prepared), and an identification document must be presented at collection. If the watch was originally picked-up by a secured delivery service, the watch shall be in the same condition to the largest extent possible as that when the watch was delivered at AP. If the Customer has been issued an Estimate, the Customer agrees that the components exchanged or replaced, except for the straps and bracelets, shall be kept by AP and therefore waives his right to demand for the return of the replaced components. If the Customer insists on retaining these replaced components, AP shall not be held liable for any damage to and/or loss of the watch. Once the repair web check-in with pick-up request is accepted by AP, no changes will be made on the details entered during the repair web check-in.

ARTICLE 9 – LOSS OR DAMAGE TO THE WATCH

ARTICLE 9.1. Before receipt by AP:
• if the Customer decides to send a watch directly to AP, AP shall not be held liable for any damage to and/or loss of the watch. Otherwise, particularly if the watch has undergone an impact or a collision by the Customer or any other reason, the completion of the Service will be postponed depending on the nature and scale of the circumstances resulting in the delay, subject to any contrary agreement between AP and the Customer.
• if the watch was initially picked-up on behalf of AP at an address designated by the Customer (repair web check-in with pick-up request), AP agrees to compensate the Customer in strict accordance with Article 9.2. in the event of loss or theft during transportation after the watch was delivered to the Customer at AP. The original Estimate, the Services Request (if one has been prepared), and an identification document must be presented at collection. If the watch was originally picked-up by a secured delivery service, the watch shall be in the same condition to the largest extent possible as that when the watch was delivered at AP. If the Customer has been issued an Estimate, the Customer agrees that the components exchanged or replaced, except for the straps and bracelets, shall be kept by AP and therefore waives his right to demand for the return of the replaced components. If the Customer insists on retaining these replaced components, AP shall not be held liable for any damage to and/or loss of the watch.

ARTICLE 10 – ACCEPTANCE OF THE ESTIMATE BY THE CUSTOMER
10.1. If an Estimate is accepted by the Customer within 15 (fifteen) business days from the date it was issued, AP agrees to exercise reasonable diligence to ensure the Service is carried out within the time set forth in the Estimate. A new timeframe will be indicated to the Customer if the Estimate is accepted after 15 (fifteen) business day of issuance or more. The new timeframe will take into account the AP’s current workload at that time and may be longer than the timeframe originally set forth in the Estimate. Any timeframe provided to the Customer shall be for reference only. A “business day” is a day other than a Saturday, Sunday or general holiday in Spain, when banks in Spain are open for business.
event that these components cannot be replaced at AP's expense, the Customer agrees that AP will only compensate the Customer in strict accordance with the following rules:

10.1. 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.

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 service warranty under Article 11.1 covers all manufacturing and workmanship defects, including those resulting from defective components, defective workmanship during the Service or damage occasioned in transit when the watch is being delivered to the Customer.

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

- Normal wear and tear
- Anomalies relating to a shock
- Abnormal use, incorrect handling, or accidents
- 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 if it has never been worn, be rinsed with water after any exposure to sand, salt, or chlorine.

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 therefore recommended to check the watch, and to have a water resistance control promptly re-carried out on the watch. If the Customer goes bathing frequently, 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 if it has never been worn, be rinsed with water after any exposure to sand, salt, or chlorine.

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 test.

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 any additional Service is required.

ARTICLE 14 – RECOMMENDATIONS CONCERNING MAGNETISM

Magnetism causes the demagnetization of a magnet, such as a moving coil, generating a magnetic field. It is possible that a watch may become demagnetised 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.

ARTICLE 15 – CHANGE TO THE REFERENCE

AP permits certain aesthetic modifications to its products on the condition that these modifications are 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, cover back, or complete movement need to be replaced, the new case, middle case, or cover back 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 of the case, movement, middle case or cover back as an exceptional measure, provided that the Customer does not refuse that the components shall be handled 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 counterparts) or hybrid piece(s), no Service will be performed on the watch in question. AP will provide the Customer with a confirmation attesting that the watch is not an authentic Audemars Piguet watch.