ARTICLE 1 – SCOPE OF APPLICATIOn
These Customer Service General Terms and Conditions of Audemars Piguet (Marketing) SA, Audemars Piguet (France) ("AP"), and its Authorized Service Centers ("ASC") and Authorized Repair Centers ("ARC") in Switzerland, or any other Authorized Service Center ("ASC") in any other country, apply to any and all repairs and other maintenance services carried out by AP (the "Service") on any watch of the "Audemars Piguet" brand belonging to any person (the "Customer").

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 audemarspiguet.com (the "Services Request"), 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 is available. The Customer will receive a shipping kit along with further packaging and shipping instructions, complete with a return address. Prior to dispatching the watch, the Customer must contact the secured delivery service designated by AP to arrange or modify the pick-up request. The Customer 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 timeframe.
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 general condition on reception. AP reserves the right to refuse to accept the watch for Service if the type of Service 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) may be right to request partial or full payment in advance, in particular where a reasonably accurate estimate of the cost 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 development of the watch by AP in the case where a service request is submitted to pay different rates and other rates that are not previously notified by the Customer. For the purposes of these Customer Service General Terms and Conditions, a reference to the term the "Estimate" hereafter includes Detailed Estimate or any other type of estimate.
2.3. When requested by the Customer or if it is not possible to promptly determine the nature and price of a repair service, the Customer will be informed by an agenda for reservation of the watch for Service (the "Detailed Estimate"). The Detailed Estimate is normally prepared free of charge except for a watch for which the reference of the type of component to be replaced or repaired during the Service (the "Detailed Estimate"). For the purposes of these Customer Service General Terms and Conditions, a reference to the term the "Estimate" hereafter includes Detailed Estimate and any other type of estimate.
2.4. An Estimate remains valid for 3 (three) months from the date it was issued and shall be expressly approved by the Customer. AP may (but is not obliged to) send up to 3 (three) reminders during the validity period of the Estimate.
2.5. If, before the commencement of the Service, AP discovers that additional operations that were not included in the estimate were necessary in order to maintain the operation, integrity and the water resistance of the watch, AP will promptly send the Customer an updated Estimate. The Service will only begin when the updated Estimate is expressly accepted by the Customer.
2.6. When an estimate is not accepted within the time set forth in the Estimate, AP reserves the right to charge separately the repair web check-in with pick-up request to the Customer. When the estimate is not accepted within the period of validity, AP reserves the right to charge separate repair web check-in with pick-up request to the Customer.
2.7. If, unless otherwise agreed in writing and signed by AP and the Customer, the watch is returned to the Customer when the Customer has set a time for the Service. AP reserves the right to charge the customer for any repair or replacement of the watch which is not going to be collected by the Customer in person at AP upon completion of the Service (Article 8).

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 of the type of component to be replaced or repaired during the Service (the "Detailed Estimate"). In these cases where the Estimate is chargeable, a deposit invoice will be issued when the watch is delivered at AP. Such deposit invoice is payable only if the Estimate is rejected by the Customer and is to be settled prior to the repair or replacement of the watch which is not going to be collected by the Customer. If an Estimate is not accepted during its period of validity, AP reserves the right to charge the preparation of the Estimate and the storage of the watch.

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 repair web check-in with pick-up request to the Customer. AP reserves the right to charge separately the repair web check-in with pick-up request to the Customer. When the watch is returned to the Customer when the Customer has set a time for the Service. AP reserves the right to charge the customer for any repair or replacement of the watch which is not going to be collected by the Customer in person at AP upon completion of the Service (Article 8).

ARTICLE 5 – REJECTION OF THE ESTIMATE BY THE CUSTOMER
If an Estimate is not accepted during its period of validity, or if the Customer rejects the Estimate, then AP shall not be bound for an estimate for similar type of repair. In this case, in the same condition to the largest extent possible as that when the watch was delivered at AP, once payment of all fees for drawing up the Estimate stated in Article 3 has been made.

ARTICLE 6 – ACCEPTANCE OF THE ESTIMATE BY THE CUSTOMER
6.1. 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 days 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 Switzerland, when banks in Switzerland are open for business.
6.2. When the Customer expressly accepts the Estimate, AP shall thereupon begin to carry out the Service with all reasonable endeavours. Once AP has commenced the Service, the Customer may no longer seek an Estimate. AP is not required to provide an Estimate once the Service has been started.
6.3. 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.
6.4. If problems which are not attributable to AP arise, the APs are encountered during the Service, for example, due to the age of the watch or due to a force majeure event so that the Service can 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 rejected by the Customer, the watch will be returned to the Customer at the Customer’s expense, at the condition to the largest extent possible as that when the watch was delivered at AP. If the Estimate had been invoiced, for such invoice shall be settled not later than when the watch is returned.
6.5. If, despite reasonable efforts, AP cannot complete the Service within the stated timeframe due to a force majeure event 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.
6.6. In this Article, a force majeure event shall mean and include, without limitation, accidents, severe weather events, natural catastrophes, fire, explosion, acts of God, acts or omissions in any good packaging at the address given by the Customer in the country from which it was sent, as long as all necessary customs formalities have been completed with. Any change in the Customer’s address after the watch is delivered to AP can only be accepted after the identity of the Customer has been formally verified by AP. AP shall not be held liable for any damage to and/or loss of the watch due to an incorrect or incomplete address provided by 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 other mechanical damage, the costs of the replacement of the components as per the replacement date, these components will be invoiced separately to the Customer. In any case, the price for the Services takes into account the cost of the components for replacement, particular if these components, made from precious materials. By accepting the estimate, the Customer agrees that the components exchanged or replaced, 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 returning these replaced components, AP shall store these components for 12 months from the date of the replacement date, these components will be invoiced separately to the Customer. AP reserves the right to increase the price of the Service accordingly. 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 developments.
7.2. Original components which are no longer available for a restoration Service will be recreated by hand, insofar as possible, by specialist watchmakers, at the current market price.

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 advised of the state of the watch 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. The watch was originally picked-up by a secured delivery service or delivered by the Customer in person at AP, then the watch will be returned to the Customer, after settlement of the price of the Service, exclusively to an address in the same country where the watch was originally picked-up.
8.2. At the Customer’s request, the watch may also be returned to the Customer within a reasonable timeframe in secured packaging at the address in Switzerland given by the Customer when the watch was brought in for Service. If the Customer sent his watch to AP from abroad, the watch will be returned to the Customer within a reasonable timeframe in secured packaging at the address in Switzerland given by the Customer when the watch was brought in for Service. If the Customer sent his watch to AP from abroad, the watch will be returned to the Customer at the country where the watch was brought in for Service. If the Customer sent his watch to AP from abroad, the watch will be returned to the Customer at the country where the watch was brought in for Service.
8.3. AP shall not be held liable for any damage to and/or loss of the watch due to an incorrect or incomplete address provided by the Customer.

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 held liable for any damage to and/or loss of the watch as long as it is in the Customer’s possession, which shall be for reference only. For other watches, only recognised auction houses are authorized to assess the value of the watch. The Customer shall be solely responsible for ensuring compliance with the procedures and conditions for exporting/importing a watch sent directly by a Customer to AP or Service. AP shall not under any circumstances accept responsibility for a watch sent by 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 when the watch is at AP’s premises, the watch will be transferred to the secured delivery service designated by AP provided the Customer fully compiles with the packaging and shipping instructions received with the shipping kit. Otherwise, AP will not be held liable for any damage to and/or loss of the watch.
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
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, defective workmanship or Service or damage occurred in transit when the watch is being returned to the Customer.

11.3. Defects of a watch directly or indirectly caused by any of the following are not covered by the warranty:
- Normal wear and tear, abrasions relating to a shock, abnormal use, incorrect handling, works carried out by an unauthorized service center or an unauthorized 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 1.
- The Customer is responsible for checking the watch and then informing AP in writing of any defects which are promptly noticeable within 10 (ten) business days from the date the watch was returned to the Customer and AP shall thereupon be released from any and all claims and liabilities, unless it relates to a defect which could not have been reasonably noticed promptly. In such event, the Customer may only request that AP repairs such defect under these Customer Service General Terms and Conditions.
- The Customer refuses 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 to a service center other than AP, the Customer must attach a confirmation attesting that the watch is not an authentic Audemars Piguet watch. If the Customer agrees to assign the counterfeit to AP, AP will provide the Customer with the following rules:
- • If an issue is detected from the above-mentioned water resistance control, a chargeable water resistance Service as normal use or inexpert polishing may lead to minor distortions on the overall condition and the other functions of the watch.
- • An issue following 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) years, but such water resistance warranty does not extend to the overall condition and the other functions of the watch.
- • Water resistance Service can deteriorate from the infiltration of moisture or oxidation in the movement. In certain cases, the water resistance cannot be restored after a water resistance Service as normal use or inexpert polishing may lead to minor distortions on the product or service warranty not covered by warranty.
- • Whenver 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 and no additional Service is required.

ARTICLE 14 – RECOMMENDATIONS CONCERNING MAGNETISM

- 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 model will have 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 – WATER RESISTANCE APPEARS TO HAVE BEEN MODIFIED

If a watch exhibited original appearance or functions having been modified, the Estimate prepared by AP will take into account the works required to restore the watch 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 with the aim of gathering information or 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 Audemars Piguet watch.

ARTICLE 18 – WATCH WHOSE APPEARENCE HAS BEEN MODIFIED

If a watch has been previously reported as stolen, AP reserves the right to inform the former owner and/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 Services 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 supersede and replaces any prior written or oral agreements, representations or understandings between AP and the Customer relating to such subject matter, is available at AP to its Customers free of charge or at any Authorized Service Center that has the suitable equipment. No warranty is provided for such control.

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

Swiss 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. Where the laws of Switzerland 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 the canton of Vaud’s relevant courts, subject to an appeal to the Federal Court.