

Embrace an incredible world

Roger Dubuis (International) Guarantee

The following Roger Dubuis (International) Guarantee applies to Roger Dubuis watches sold or presented for guarantee service in any country (excluding United States of America, Canada and Australia).

What the Roger Dubuis (International) Guarantee Covers and For How Long

Your watch has been made according to the strict quality standards of Roger Dubuis and with all the care of highly qualified watchmakers. Nevertheless, the watch is covered by this Roger Dubuis (International) Guarantee against defects in manufacturing and materials. Please contact one of the authorized Roger Dubuis boutiques, Roger Dubuis dealers or Roger Dubuis service centers located around the world (see service contacts below) and they will be able to provide guarantee service as defined herein.

Roger Dubuis warrants its product against defects in materials and manufacturing for a period of two (2) years from the date of purchase or three (3) years from the date of purchase if you validly registered online on www.rogerdubuis.com for guarantee extension (the "Guarantee period").

If the product is returned during the Guarantee period, Roger Dubuis will repair or replace any defective watch or part free of charge within a reasonable time after the product is returned, subject to the right to charge for shipping costs. Upon expiration of the Guarantee period, any repairs will be subject to a service charge. Roger Dubuis does not authorize any Roger Dubuis boutique, Roger Dubuis dealer or any other third party to make any warranties beyond the Roger Dubuis (International) Guarantee and the Roger Dubuis Limited Warranty as set forth

below, or to otherwise assume for Roger Dubuis any obligations or liability in connection with the sale of its products.

How to Obtain Service

You may obtain service by bringing or sending the watch to your authorized Roger Dubuis boutique, Roger Dubuis dealer or to any Roger Dubuis service center as further indicated below. You are responsible for transportation costs, including but not limited to postage, insurance and packing materials. We recommend that any shipments to us include certified delivery and insurance.

In order to obtain service through this Roger Dubuis (International) Guarantee, the returned watch must be accompanied by the original guarantee card that was included with the watch at the time of purchase, duly completed, dated, stamped and signed by an authorized Roger Dubuis boutique or Roger Dubuis dealer. Such card may only be completed by an authorized Roger Dubuis boutique or Roger Dubuis dealer.

What is Not Covered under the Roger Dubuis (International) Guarantee

The Roger Dubuis (International) Guarantee does not cover:

- (a) defects and damages due to loss, theft or fire or other causes beyond our control;
- (b) defects and damages resulting from misuse or negligence, or from accident;
- (c) defects and damages caused by improper use (knocks, dents, crushing to the case, crystal, bracelet or strap, etc.), alterations, tampering, dismantling or services and repairs completed by anyone else than an authorized Roger

Dubuis boutique, Roger Dubuis dealer or Roger Dubuis service center, or by the use of components other than those recommended by Roger Dubuis;

- (d) defects and damages due to normal wear and tear;
- (e) watches where the serial number originally imprinted on the watch case is removed or not clearly legible, or where any part of the original watch back or any original number has been removed, changed, altered, replaced, erased or defaced;
- (f) routine maintenance and cleaning.

How State and Other Laws Apply

The Roger Dubuis (International) Guarantee gives you specific legal rights, and you may also have other rights which vary from one country, province or territory to another.

Roger Dubuis Service Contacts

Only authorized Roger Dubuis boutiques, Roger Dubuis dealers and Roger Dubuis service centers are entitled to provide guarantee service as defined herein. For more information and a complete list of authorized Roger Dubuis boutiques, Roger Dubuis dealers and Roger Dubuis service centers, please consult the Roger Dubuis website www.rogerdubuis.com or ask the authorized Roger Dubuis boutique or Roger Dubuis dealer indicated on the guarantee card or in your sales documentation.

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other than those recommended by Roger Dubuis;

- (d) defects and damages due to normal wear and tear;
- (e) watches where the serial number originally imprinted on the watch case is removed or not clearly legible, or where any part of the original watch back or any original number has been removed, changed, altered, replaced, erased or defaced;
- (f) routine maintenance and cleaning.

Additional guarantee conditions applicable in the **United States of America** and **Canada** only:

Roger Dubuis Limited Warranty

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, THE ROGER DUBUIS INTERNATIONAL GUARANTEE SET FORTH ABOVE IS A LIMITED WARRANTY AND SHALL BE THE EXCLUSIVE MANUFACTURER'S WARRANTY IN LIEU OF ANY OTHER EXPRESS WARRANTIES. NEITHER THIS LIMITED WARRANTY NOR ANY OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, SHALL EXTEND BEYOND THE PERIOD OF TWO (2) YEARS FROM THE DATE OF PURCHASE OR THREE (3) YEARS FROM THE DATE OF PURCHASE IF YOU VALIDLY REGISTERED ONLINE ON WWW.ROGERDUBUIS.COM FOR WARRANTY EXTENSION. FOR A PERIOD OF TWO (2) YEARS OR THREE (3) YEARS, RESPECTIVELY, FROM THE DATE OF PURCHASE, ROGER DUBUIS WILL, IN ITS SOLE DISCRETION, REPAIR OR REPLACE ANY DEFECTIVE WATCH OR PART

UNDER THE LIMITED WARRANTY FREE OF CHARGE SUBJECT TO THE RIGHT TO CHARGE FOR SHIPPING COSTS, AND SUBJECT TO THE FOLLOWING CONDITIONS: THE RETURNED WATCH MUST BE ACCOMPANIED BY THE WARRANTY SERVICE CARD (ENCLOSED WITH THE WATCH), DULY COMPLETED, DATED, STAMPED AND SIGNED BY AN AUTHORIZED ROGER DUBUIS BOUTIQUE OR DEALER. SUCH CARD MAY ONLY BE COMPLETED BY AN AUTHORIZED ROGER DUBUIS BOUTIQUE OR ROGER DUBUIS DEALER. THE SERIAL NUMBER ORIGINALLY IMPRINTED ON THE WATCH CASE IS CLEARLY LEGIBLE AND NO PART OF THE ORIGINAL WATCH BACK OR ORIGINAL SERIAL NUMBER HAS BEEN REMOVED, CHANGED, ALTERED, REPLACED, ERASED OR DEFACED. IN ADDITION TO THE FOREGOING, ALL OTHER CONDITIONS SET FORTH IN THE ROGER DUBUIS (INTERNATIONAL) GUARANTEE ARE APPLICABLE TO THE ROGER DUBUIS LIMITED WARRANTY IN THE UNITED STATES OF AMERICA AND CANADA. FAILURE OF ANY OF THESE CONDITIONS VOIDS ALL WARRANTY RIGHTS. THIS WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY. ROGER DUBUIS SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. Roger Dubuis does not authorize any Roger Dubuis boutique, Roger Dubuis dealer or any other third party to make any warranties beyond this Limited Warranty, or to otherwise assume for Roger Dubuis any obligations or liability in connection with the sale of its products. Some states, provinces or territories do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or

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consequential damages, so the above limitations or exclusions may not apply to you.

A warranty claim may be sent to the Richemont Technical Center or Richemont Canada, Inc. at the following addresses, or as further specified in 'Roger Dubuis Service Contacts', in each case using the procedure outlined in 'How to Obtain Service':

Richemont Technical Center

15100 Trinity Blvd, Suite 300
Fort Worth TX 76155 - United States
(Please send watch via insured carrier only, no drop off available at this location)
Tel +1 800 492 6755

Richemont Canada, Inc.

4610 Eastgate Parkway, Unit 1
Mississauga Ontario L4W 3W6 - Canada
Tel: +1 800 661 6109

Specific guarantee applicable in **Australia** only:

Mandatory Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The Mandatory Statutory Rights apply only to watches sold in Australia and presented for guarantee intervention in Australia.

The Roger Dubuis (International) Guarantee gives you further benefits, which are in addition to your

rights under the Australian Consumer Law.

If you seek to rely on your Mandatory Statutory Rights under the Australian Consumer Law in relation to a defect in goods supplied, you may be entitled to recover any reasonably foreseeable loss or damage that results from the defect. This may include the costs associated with transporting the watch to Richemont Australia Pty Ltd, an authorized Roger Dubuis boutique, Roger Dubuis dealer or Roger Dubuis service center. In Australia, the Roger Dubuis (International) Guarantee is provided by:

Richemont Australia Pty Ltd
Suite 1, Level 9
420 George Street - Sydney, NSW 2000
Tel +61 2 8215 5520 - Email: general.csd@richemont.com

A claim under this Guarantee may be sent to Richemont Australia Pty Ltd at the address above, or as further specified in 'Roger Dubuis Service Contacts', in each case using the procedure outlined in 'How to Obtain Service'.

How State and Other Laws Apply

The Roger Dubuis (International) Guarantee gives you specific legal rights, and you may also have other rights which vary in the United States of America from State to State and may in addition vary from one country, province or territory to another.

Roger Dubuis Service Contacts

Only authorized Roger Dubuis boutiques, Roger Dubuis dealers and Roger Dubuis service centers are entitled to provide guarantee service as defined herein. For more information and a complete list of authorized Roger Dubuis boutiques, Roger Dubuis dealers and Roger Dubuis service centers, please consult the Roger Dubuis website www.rogerdubuis.com or ask the authorized Roger Dubuis boutique or Roger Dubuis dealer indicated on the guarantee card or in your sales documentation.

Headquarters

Geneva, Switzerland
Roger Dubuis Boutique
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CH 1217 Meyrin 2 Geneva
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+41 22 321 28 28
info@rogerdubuis.com

Roger Dubuis Boutiques

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Roger Dubuis Boutique
Etihad Towers
Corniche West street, Al Ras Al
Akhdar
Abu Dhabi, UAE
+971 2 681 6336
etihad.boutique@rogerdubuis.com

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Roger Dubuis Boutique
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Khet Pathumwan - Bangkok, 10330
Thailand
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boutique@rogerdubuis.com

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Shop 330, Level 3, Pacific Place
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Roger Dubuis Boutique
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Huayu Plaza
Shop 106B, No.45 Fuxi Street
Taiyuan, Shanxi, 030002
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+86 351 3339701
rogerdubuis.tyhy@paragon.cn

Tianjin, China
Roger Dubuis Boutique
Friendship Gallery
Shop L1-16, No.38 Qufu street,
Heping District,
Tianjin, 300042
China
+86 22 6082 8090
fswg.tj@paragon.cn

Retail partners

Find the complete list of our trade
partners on:

www.rogerdubuis.com

