



**LIMITED WARRANTY  
TERMS AND CONDITIONS**

# LIMITED WARRANTY TERMS AND CONDITIONS

Congratulations on your purchase of HORPA timepiece! Your timepiece has been manufactured using the finest materials and tested according to internationally complied quality standards.

## WARRANTY

Your timepiece is warranted against all manufacturing defects for a period of two years from the date of purchase, provided that the timepiece was purchased from [www.horpawatch.com](http://www.horpawatch.com) or through an authorised HORPA retail agent.

For any repair during the warranty period, we shall repair or replace the timepiece with the same model at our cost subject to the right to charge for shipping costs. We shall refund the purchase if repair or replacement is not possible.

## LIMITATION OF WARRANTY

The warranty is not extended to the exterior parts and consumables like watch strap, buckle, case, crown, crystal/ glass or battery. The warranty does not cover damages caused due to loss, theft, fire, accidents or any other causes beyond our control including but not limited to incorrect handling or improper use of the timepiece (like knocks, dents, alterations, tampering). We are not liable for any incidental, consequential or special damage arising from failure or malfunction of the timepiece and recovery may not be greater than the purchase price for the timepiece.

All repairs or servicing work carried out by third parties not authorised by us will automatically invalidate your warranty, in which case any damage would be rectified at your expense.

The warranty also excludes normal wear and tear, routine maintenance and cleaning of the timepiece.

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## SERVICE

Should the timepiece require any kind of repair / service please write to us at [customercare@horpawatch.com](mailto:customercare@horpawatch.com) to obtain a service authorization number before sending the timepiece to our authorised service centre:

### **Luxury Watch Works Pvt Ltd**

Unit no. 39/A, 1st floor,  
Kala Bhavan,  
Mathew Road, Opera House,  
Behind Royal Opera House Theatre,  
Charni Road,  
Mumbai- 400 004  
Tel: +91-22-24215544

Working hours: 10.00 – 18.00  
Monday to Saturday

We suggest you ship your timepiece in an insured secure package via the 'Air' mode (for outstation clients) along with a copy of your proof of purchase (invoice or warranty card).

Please also include the following information with your timepiece;

Your name:

Complete postal Address:

Day time phone number:

Email id:

You are responsible for all transportation costs, including, but not limited to, postage, insurance and packing materials.

For non-warranty service, we will provide you with an estimate for your approval once we have received and assessed the timepiece.

## CONTACT US

If you have any questions, please contact us at [customercare@horpawatch.com](mailto:customercare@horpawatch.com) / Tel: +919819765758