



### **Regular checks**

Over time, the water resistance of a watch changes. The reason for these changes may be the natural aging process of the gaskets as well as accidental impacts with components which ensure water resistance.

An annual check of the overall condition and water resistance of your watch, by a certified service center of NORQAIN can prevent unexpected surprises that could severely damage your NORQAIN timepiece. This check is free of charge for our customers.

### **Service Intervals**

Like any high precision-instrument, a NORQAIN timepiece needs to be serviced on a regular basis, to ensure a reliable functioning according to the technical specifications. It is not possible to define standard values regarding the timing of the service intervals, as it depends on the model, the climate, the nature, the manner of the wearing and the treating of the watch. According to our many years of experience, we can recommend a service interval of approx. 4-6 years.

### **International Sales Warranty**

Every NORQAIN watch comes with an international manufacturer's warranty of 2 years for all watches with standard movement and 4 years for all watches with manufacture movement. This can be claimed, if the NORQAIN watch was purchased from an authorized retailer, by presenting the official international manufacturer's warranty to an authorized NORQAIN retailer, distributor or service center. If registered in the first month after the purchase of the watch, the international warranty can be extended by 1 additional year on the NORQAIN website.

The date of purchase, the serial number of the watch and the "Activation Code" must be entered on the international manufacturer's warranty for it to be recognized by an official partner. Under this international manufacturer's warranty, service and repair work on your NORQAIN watch will be carried out by an authorized NORQAIN service center.

The following incidents are not covered by the warranty:

- Damage due to external influences, natural disasters, accidents (impacts, shocks, etc.).
- Theft, loss
- Damage caused by incorrect handling or use of the watch
- Wear and tear due to normal use and aging of the watch
- Damage caused by tampering with the watch by a retailer, distributor or service center non authorized to service NORQAIN
- If there is no international manufacturer's warranty or the "Activation Code" has not been activated.

### **International Service Warranty**

The international service warranty is 2 years for a complete service and 1 year for a partial service and refers to the work performed and the spare parts used.

The following incidents are not covered by the service warranty:

- Damage caused by external influences, natural disasters, accidents (impacts, shocks, etc.).
- Theft, loss
- Damage due to incorrect handling or use of the watch
- Wear and tear due to normal use and aging of the watch
- Damage caused by tampering with the watch by a retailer, distributor or service center non authorized to service NORQAIN