

<u>Service Price List Switzerland</u> (Valid from January 2024)

Complete Service

The complete service of a watch consists of a professional overhaul with the following services:

- Exchange or complete traditional service of the movement including replacement of all movement parts required
- Refurbishing and cleaning of the case and metal bracelet (if available)
- Exchange of gaskets, crown, pushers and tube
- Functional test and rate adjustment of the watch and the movement according to NORQAIN quality standards
- Technical and aesthetic final control

Models

Mechanical – Automatic	340 CHF
Mechanical – Automatic Skeleton	420 CHF
Mechanical – Chronograph	520 CHF
Mechanical – with Manufacture caliber	520 CHF

Partial Service

- Cleaning of case and metal bracelet (if available)
- Exchange of gaskets, crown, pushers and tube
- Functional test and rate adjustment of the watch and the movement according to NORQAIN quality standards
- Technical and aesthetic final control

Models

Mechanical – Automatic	140 CHF
Mechanical – Automatic Skeleton	140 CHF
Mechanical – Chronograph	180 CHF
Mechanical – with Manufacture caliber	160 CHF

Polishing + 120 CHF (can be performed only with a partial service)

Additional spare parts

according to the price list

*Models with coated case are excluded and can not be refurbished, only cleaned or replaced.

Parts made of gold are in exchange and do not go back to the customer.

Free of charge service:

Check water resistance, Check rate of the movement, Bracelet exchange or size adjustment.

The above prices are recommended retail prices in Switzerland (currency in Swiss Francs CHF, incl. VAT)



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