

Warranty conditions



The warranty conditions distribute basic information from the website <https://www.helveti.eu/watch-guarantee-insurance>.

Warranty information

The watch guarantee provides **protection** in cases **where the watch is damaged** in connection with an accident (destruction, damage or loss of theft by burglary, robbery, vandalism, natural disasters, etc.).

In the event of destruction, theft or loss of an item, we do not provide performance in cash, but in the form of a voucher for the purchase of goods. The co-payment set out below + the depreciation of the watch is deducted from the performance.

- The warranty covers damage to the item due to careless handling (eg: dropping the item).
- The maximum guarantee amount per item is given in the table below.
- The warranty only applies to items damaged, destroyed or stolen by theft by burglary, robbery or vandalism that has been demonstrably committed and **confirmed by the police**.
- In the event of damage, the repair must be carried out by a service center designated by the dealer.

Warranty exclusions

The warranty only applies to incidental events. Excluded from the warranty are events that occurred through intentional actions of the watch owner.

It does not apply to:

- minor cosmetic wear and tear that does not affect the functionality of the watch;
- failure to follow proper handling of the watch and use beyond its intended purpose.

And also for damage, whether direct or indirect, resulting from the following:

- **intentionally caused**, by war, civil unrest, terrorist act,
- wear, permanent influence of operation, **gradual aging**, fatigue of the material,
- damage to parts that are regularly, repeatedly replaced due to their specific function or wear and tear, including watch straps,
- performing repairs and maintenance,
- long-term effects of biological, chemical or thermal processes,
- exposure to magnetic or electromagnetic fields,
- water, dust, sand or other mechanical particles.

Examples of warranty exclusions – Wear caused by normal wear: worn strap, scratched glass, cap / scratches on the case or bracelet of the watch. Loss of negligence.

Overview of warranty performance	
Maximum guarantee amount for 1 item	4.010 EUR
Complicity in damage or destruction by careless handling	25 %, (min. 20 EUR)
Complicity in all other warranty events	10 %, (min. 20 EUR)
Watch amortization / wear and tear over time	2 % per month