



**FREDERIQUE CONSTANT
GROUP**

FREDERIQUE CONSTANT - ALPINA WATCHES - ATELIERS DEMONACO

CONDITIONS OF THE LIMITED INTERNATIONAL WARRANTY FOR FREDERIQUE CONSTANT WATCHES

Your Frédérique Constant watch is warranted under the following general conditions:

How long does the International Warranty apply?

A Frédérique Constant watch is warranted for a period of 24 months from the date of purchase.

This limited warranty will be honored throughout the entire international network of Frédérique Constant, at any authorized retailer, or at any **authorized** Frédérique Constant service centers, regardless of the country of purchase.

What does the warranty cover?

This warranty covers issues affecting the operation of your watch resulting from manufacturing defects. Frédérique Constant S.A. will replace all defective components free of charge once the technical department of the Frédérique Constant brand has been notified of the defect and has confirmed it.

What are the conditions of the warranty?

This warranty only takes effect when one of both of the two requirements are covered:

1. The returned watch is accompanied by the CERTIFICATE OF AUTHENTICITY duly dated, signed, and stamped by a retailer authorized by the Frédérique Constant brand. The CERTIFICATE OF AUTHENTICITY must be completed at the moment of the sale by an official retailer.
2. The Warranty is activated via the unique QR code available on the e WARRANTY ACTIVATION & BENEFITS card by following these dates:
 - For purchases before 21.04.2025, the completed and stamped certificate of authenticity will be valid.
 - For purchases after 21.04.2025, the activated warranty via the QR code available on the eWARRANTY ACTIVATION & BENEFITS card will be required. Please note that your data will be processed by Dentsu S.A., who act as data controllers
 - The eWARRANTY ACTIVATION & BENEFITS card and the CERTIFICATE OF AUTHENTICITY are located in the watch giftbox.
 - The eWARRANTY ACTIVATION & BENEFITS must be activated at the moment of the sale by an official retailer.



**FREDERIQUE CONSTANT
GROUP**

FREDERIQUE CONSTANT - ALPINA WATCHES - ATELIERS DEMONACO

Among the conditions mentioned above:

The serial number located on the back of the case must remain intact, without alteration, falsification, deletion, or replacement, and must remain clearly legible.

Each watch entering our repair workshop will undergo a visual and functional assessment/diagnosis by our master watchmakers, certifying the condition of the received piece.

Invoices of purchase are not valid for warranty recognition, subject to exceptions at the discretion of Frederique Constant.

Failure to comply with the above conditions will result in the cancellation of the warranty.

What is not covered:

The following situations are not considered manufacturing defects and, therefore, are not covered by the warranty:

- Loss and/or damage due to accidents and/or defects caused by mishandling.
- Defects caused by use contrary to the instructions provided by Frédérique Constant (e.g., use of a charger with voltage not suitable for the watch).
- Battery life after 1 year.
- Consequences of aging due to use considered normal, such as scratches on the case, wear of the strap or buckle, alteration of the color of strap materials.
- Watches handled by unauthorized persons (e.g., for battery replacement), altered, or modified from their original state outside of an authorized Frédérique Constant service center.

Online Purchases

Frédérique Constant works with an exclusive network of authorized retailers where you can find our timepieces, protected by our warranty conditions. However, it is possible to find our products on unauthorized reseller sites (not part of our authorized distribution network or our official website). Frédérique Constant is not responsible for the quality of the product and the resulting warranty, and these products will not be covered by the Frédérique Constant international warranty. The customer should contact the concerned reseller directly in case of defects.

The Frédérique Constant warranty is entirely separate from any warranty offered by any online or onsite seller, under their sole responsibility; it does not affect the buyer's rights against the seller or any other mandatory rights they may have against the latter.

After Sales Repair



**FREDERIQUE CONSTANT
GROUP**

FREDERIQUE CONSTANT - ALPINA WATCHES - ATELIERS DEMONACO

Service for Watches under Warranty

For a period of twelve months, a warranty applies to the intervention performed and to the components replaced during it. In the case of defects covered by this warranty, we undertake to repair or replace, at no additional cost, any defective parts, or correct any malfunction, as determined by our Customer Service.

It is important to note that this warranty does not cover normal wear and tear, including battery or leather strap wear, and does not extend to damages caused by accidents or lack of care. Furthermore, this warranty becomes void if interventions are carried out by third parties not authorized by Frédérique Constant.

Any other claims against Frédérique Constant, such as damages exceeding those specified in this warranty, are expressly excluded. No refunds will be issued.

Exceeding the warranty period

Watches will be considered out of warranty in the following cases:

When watches are shipped for repair more than two years after the date of purchase

When the watch sent for repair that is not accompanied by a warranty certificate, stamped and dated (or, if applicable, a dated proof of purchase) by an authorized retailer, will be considered out of warranty, and a quote will be generated.

Quotes must be approved before the relevant intervention. In case of refusal of the quote, the customer will be charged 25 EUR/30 CHF. In case of acceptance, it is free.

Shipping costs and customs formalities for watches shipped to the Frédérique Constant manufacture for repair/quote are the responsibility of the sender, whether they are under warranty or not. Return costs and formalities for watches returned to the owner or to the service center/distributor will be borne by Frédérique Constant.

Your statutory rights and your rights as a consumer

The Frédérique Constant warranty ("Manufacturer's Warranty") remains entirely separate from any warranty offered by the seller, under the latter's sole responsibility. This warranty does not replace or modify any rights you may have under consumer law, which may vary according to the laws of the country where you purchased your watch. Likewise, it does not affect the purchaser's rights against the seller or any other mandatory rights he or she may have against the seller. For a better understanding of your rights, please consult the laws of each country.