

## INTERNATIONAL WARRANTY

## **WARRANTY (EXCEPT USA, AUSTRALIA AND NEW ZEALAND)**

Your Rado® watch is warranted by Rado Watch Co. Ltd.\* for a period of twenty-four (24) months from the date of purchase under the terms and conditions of this warranty. The international Rado warranty covers material and manufacturing defects existing at the time of delivery of the purchased Rado watch (“defects”). The warranty only comes into force if the warranty certificate is dated, fully and correctly completed and stamped by an official Rado dealer (“valid warranty certificate”).

During the warranty period and by presenting the valid warranty certificate, you will have the right to have any defect repaired free of charge. In the event that repairs will not restore the normal conditions

of use of your Rado watch, Rado Watch Co. Ltd. guarantees its replacement by a Rado watch of identical or similar characteristics. The warranty for the replacement watch ends twenty-four (24) months after the date of purchase of the replaced watch.

This manufacturer’s warranty does not cover:

- normal wear and tear and aging (e.g. alteration of the color and/or material or non-metallic straps and chains, such as leather, textile, rubber);
- any damage on any part of the watch resulting from abnormal/abusive use, lack of care, negligence, accidents (knocks, dents, crushing, broken crystal, etc.), incorrect use of the watch and non-observance of the directions for use provided by Rado Watch Co. Ltd.;

- indirect or consequential damages of any kind resulting from e.g. the use, the non-functioning, the defects or the inaccuracy of the Rado watch;
  - the handling of the watch by non-authorized persons (e.g. for battery replacement, services or repairs) or the alteration of the watch from its original condition beyond Rado Watch Co. Ltd.'s control.
- does not affect the purchaser's rights against the seller nor any other mandatory statutory rights the purchaser may have against the seller.

The Rado Watch Co. Ltd.'s customer service ensures the perfect maintenance of your Rado watch. If your watch needs attention, rely on an official Rado dealer or an authorized Rado Service Center as set forth in the enclosed list: they can guarantee service according to Rado Watch Co. Ltd.'s standards.

Any further claim against Rado Watch Co. Ltd., e.g. for damages additional to those described above in this warranty, is expressly excluded, excepting mandatory statutory rights the purchaser may have against the manufacturer.

The above manufacturer's warranty:

- is independent of any warranty that may be provided by the seller, for which he carries the sole responsibility;

\* Rado Watch Co. Ltd.  
CH-2543 Lengnau, Switzerland  
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Rado® is a registered trademark

## LIMITED TWO-YEAR WARRANTY (USA)

Your Rado® watch is warranted by Rado Watch Co. Ltd. \* for a period of twenty-four (24) months from the date of purchase under the terms and conditions of this warranty. The international Rado warranty covers material and manufacturing defects existing at the time of delivery of the purchased Rado watch (“defects”). The warranty only comes into force if the warranty certificate is dated, fully and correctly completed and stamped by an official Rado dealer (“valid warranty certificate”).

During the warranty period and by presenting the valid warranty certificate, you will have the right to have any defect repaired free of charge. In the event that repairs will not restore the normal conditions of use of your Rado watch, Rado Watch Co. Ltd. guarantees its replacement by a Rado watch of identical or similar characteristics.

The warranty for the replacement watch ends twenty-four (24) months after the date of purchase of the replaced watch.

This manufacturer’s warranty does not cover:

- the life of the battery;
- normal wear and tear and aging (e.g. alteration of the color and/or material or non-metallic straps and chains, such as leather, textile, rubber);
- any damage on any part of the watch resulting from abnormal/abusive use, lack of care, negligence, accidents (knocks, dents, crushing, broken crystal, etc.), incorrect use of the watch and non-observance of the directions for use provided by Rado Watch Co. Ltd.;
- the handling of the watch by non-authorized persons (e.g. for battery replacement, services or repairs) or the alteration of the watch from its original condition beyond Rado Watch Co. Ltd.’s control.

All applicable implied warranties, including the implied warranty of merchantability and of fitness for a particular purpose given to you by law are hereby limited in Duration to the duration of this warranty. Under no circumstances will Rado Watch Co. Ltd. be liable for any indirect or consequential damages of any kind.

Some states do not allow limitations on how long implied warranties last, or exclusions or limitations of incidental or consequential damages, so exclusions or limitations mentioned may not apply to you. This warranty gives you specific legal rights and you may also have other rights that may vary from state to state.

Rado Watch Co. Ltd.'s obligation is strictly limited to repair or replacement as expressly stated in this limited warranty. Your official Rado dealer carries sole responsibility for any other guarantees.

The Rado Watch Co. Ltd.'s customer service ensure the perfect working order of your Rado watch. If your watch needs maintenance, rely on an official Rado dealer or an authorized Rado Service Center as set forth in the enclosed list: they can guarantee service according to Rado Watch Co. Ltd.'s standards.

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## LIMITED TWO-YEAR WARRANTY (AUSTRALIA / NEW ZEALAND)

### IMPORTANT NOTICE REGARDING YOUR CONSUMER RIGHTS

The benefits given to you under this Warranty are additional to, and do not detract from, other rights and remedies that you may have in relation to your RADO® watch and its purchase under Australian or New Zealand laws, including consumer protection laws.

In Australia, RADO® watches come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have your RADO® watch repaired or replaced if it fails to be of acceptable quality and the failure does not amount to a major failure.

In New Zealand, RADO® watches also come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act.

This Warranty:

- Is not intended to change or exclude any statutory or consumer rights that cannot be lawfully changed or excluded;
- Is independent of any warranty that may be provided by the seller, for which he carries sole responsibility; and
- Does not affect your rights against the seller, including any mandatory statutory rights you may have against the seller under local consumer laws.

### OUR WARRANTY TO YOU

This Warranty is provided by RADO WATCH CO. LTD., 2543 Lengnau, Switzerland.  
Telephone +41 32 655 61 11.

Your RADO® watch is covered by this Warranty for a period of twenty-four (24) months from the date of purchase under the terms and conditions of this Warranty.

This Warranty covers material and manufacturing defects existing at the time of delivery of the purchased RADO® watch (“defects”). Where such defects become apparent during the warranty period and provided you present a valid warranty certificate, RADO WATCH CO. LTD. will:

- Repair your watch free of charge; or
- In the event that repairs are unable to restore the normal conditions of use of your RADO® watch, replace your watch with a RADO® watch of identical or similar characteristics. Such replacement watch will have the benefit of this Warranty for the remainder of the Warranty Period applicable to the original (replaced) watch.

**Please be aware that:**

- Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods;
- Any data you store in your watch may be lost in the course of a repair. It is your responsibility to back up any data that may be stored in your watch before presenting it for warranty service; and
- The Warranty is only valid if the warranty certificate enclosed with your RADO® watch upon purchase is dated, fully and correctly completed and stamped by an official RADO® retailer.

**EXCLUSIONS AND LIMITATIONS**

This Warranty does not cover:

- The lifetime of the battery;

- Normal wear and tear and aging (e.g. scratched crystal; alteration of the colour and/or material of non-metallic straps and chains, such as leather, textile, rubber; peeling of the plating);
- Any damage on any part of the watch resulting from abnormal/abusive use, lack of care, negligence, accidents (knocks, dents, crushing, broken crystal, etc.), incorrect use of the watch and non-observance of the use directions provided by RADO WATCH CO. LTD.;
- Indirect or consequential damages of any kind resulting from e.g. the use, the non-functioning, the defects or the inaccuracy of the RADO® watch; or
- Defects caused by the RADO® watch being handled by non-authorized persons (e.g. for battery replacement, services or repairs) or altered in its original condition beyond RADO WATCH CO. LTD.'s control.

## **HOW TO MAKE A CLAIM UNDER THIS WARRANTY**

To make a claim under this Warranty, we recommend that you wrap your RADO® watch carefully so as to avoid any damage and send it with valid warranty by registered mail or drop it off in person to your nearest official RADO® retailer or an authorised RADO® Service Centre. To find current contact information for your nearest official RADO® retailer or authorised RADO® Service Centre, please telephone +61 3 8844 3300, email [customer.service@swatchgroup.com.au](mailto:customer.service@swatchgroup.com.au) or go to [www.rado.com](http://www.rado.com).

You will be responsible for paying the expenses associated with making a claim under this Warranty, including postal or delivery expenses and any relevant taxes.

**OTHER CONDITIONS**

No official RADO® retailer or Service Centre is authorised to make any modification, extension or addition to this Warranty. RADO WATCH CO. LTD. provides no warranty against defects beyond the rights and remedies given under this Warranty and which are available under the Australian Consumer Law and the New Zealand Consumer Guarantees Act 1993.

RADO® is a registered trademark of RADO WATCH CO. LTD.

