

INTERNATIONAL WARRANTY



LIGURE
WATCHES

I. Warranty Overview Ligure Watch Group Europe BV (LWG) is committed to providing

high-quality Automatic

Timepieces that meet your needs and expectations. This Warranty outlines our commitment to repair or replace any defects in materials or workmanship that may arise during normal use of your product within the specified warranty period.

II. Warranty Coverage

This Warranty covers repairs or replacements for defects of the LIGURE TARTARUGA Watch collection.

The guarantee is valid only if:

- (1) the watch has been sold by an Official LIGURE Retailer, or Online partner
- (2) the guarantee card has been completed in full by the Official LIGURE Retailer at the time of purchase
- (3) the guarantee card is presented with the watch, either to an Official LIGURE Retailer or to our Official LIGURE International Service Centre.
- (4) The LIGURE is registered at ligurewatches.com **Warranty Period**

To ensure the precision and reliability of its timepieces, LWG submits each watch after assembly to a stringent series of tests. Our confidence in our rigorous quality assurance allows us to provide a two-year international guarantee on all new LIGURE WATCHES purchased from one of our Official Retailers, online-and-offline.

What Is Not Covered?

Normal wear and tear (such as scratches on the case and/or glass; alteration of the color and/or material of cases, straps, bracelets, and chains made of leather, textile, rubber, or any other non-metallic material or the DLC coating). Damage to any part of the watch resulting from unsuitable/improper use, neglect, carelessness, accidents (knocks, dents, crushing, glass breakage, etc.), incorrect use of the watch, or failure to follow the instruction manual. The harm of any nature whatsoever resulting directly or indirectly from using the LIGURE watch or from any operational failure, defect, or lack of precision in the watch.

Special attention:

The Swiss Super LumiNova luminous properties are severely affected using high alcohol and chemical properties of, for example inside hand sanitizers and anti-mosquito creams and liquids. They can possibly dissolve and permanently damage the Swiss LumiNova applied to the bezel. The effects and damages of this are not covered by the warranty.

III. Repair or Replacement At our discretion, we will repair or replace the defective product or part with a new or product or part of equal or greater value. If the product is no longer available, we may offer a comparable replacement. The replacement or repaired product will continue to be covered under the original warranty period.

IV. How to Make a Warranty Claim

To make a warranty claim, or offer your watch for repair, please follow these steps:

1. Contact our International Customer Service ciao@ligurewatches.com within the warranty period. Detailed description of the defect in advance via this email will speed up the process.
2. Provide proof of purchase, such as a receipt or invoice and the LIGURE

Warranty

Our team will guide you through the process of returning the product for inspection and repair or replacement.

What do I need to do next?

- o In the case of repair under warranty, send the warranty certificate together with your broken watch to the LIGURE SERVICE CENTRE in The Netherlands. Repairs under warranty will not be processed without a valid warranty card, registered via the LIGURE website! You do not need to send the original brand packaging/box, because we cannot guarantee that you will receive the box back after repair.
- o Pack the watch well, for example in bubble wrap. After receiving your watch, our certified watchmaker will assess whether the defect indeed falls under the warranty provisions. When that is the case, we will reimburse your shipping costs for the defective product. If the defect is not covered by warranty, you will receive a quote for repair from us, and you can decide to have the repair carried out by us or elsewhere. Shipping costs for repairs outside the warranty will not be reimbursed by.

Please enclose the completed return form and sent it directly to:

LIGURE INTERNATIONAL SERVICE CENTRE:

The Watch Lab
Pieter Lieftinckweg 11,
1505 HX Zaandam
The Netherlands

Always send the package by registered mail (with track and trace) and with insurance! LWG Europe BV is not liable for incorrectly addressed, undelivered, or lost mail items.

V. Right of withdrawal

Under European law, when you make an online purchase, you have a legal reflection period of 14 days. This means that within this period you have the right to cancel the purchase for any reason. If you buy the product online, this reflection period expires 14 days after receipt of your purchase. This means that you must indicate within 14 days that you wish to cancel the purchase. You must then return the product within 14 days from the moment you communicated the cancellation to the us.

You must return all items you received including the packaging. Take good care of the purchased goods. If the product is returned damaged due to negligence or carelessness, or you already customized your strap or bracelet, you may not be eligible for a refund or receive only a partial refund. This is to cover the costs of returning the product to its original condition.

- o You should receive the refund within 14 days from the time of cancellation, but the seller is allowed to hold off on refunding until you have returned the product, or you can provide proof of return. Always send the package by registered mail (with track and trace) and with insurance! LWG Europe BV is not liable for incorrectly addressed, undelivered, or lost mail items.

To inform us about your wish to exercise your right of withdrawal your purchase, you need contact us by sending an email to: ciao@ligurewatches.com and state the reason for return in the email.

Received a free product?

If a free extra product was delivered with your order, or inside the packaging, do not forget to return this product as well. If you do not return this product or return it damaged, we may deduct its sales value from the refund.

Processing Time and Refund

When a product has been returned for a refund, we will credit you the full amount as soon as possible and at the latest within 14 days. If we have not received the return shipment within 14 days after your notification, the refund will be made when we have received the product back or when you can demonstrate that you have actually sent the product to us.

VI. Governing Law This Warranty is governed by and construed in accordance with the European laws in The Netherlands, and any disputes arising from this Warranty shall be subject to the exclusive jurisdiction of the courts The Netherlands.

Who we are? Nice to meet you, we are: Ligure Watch Group BV

Zekeringsstraat 32-C
1014 BS AMSTERDAM
Netherlands

Contact email: ciao@ligurewatches.com

Our website: www.ligurewatches.com

Ligure Watch Group Europe BV is a company registered in the chamber of commerce in The Netherlands with Company Number 86342088.

How to contact us For customer service, watch enquiries, order status or whatever you

want to ask,

you can contact us:

Send a message via WhatsApp during working days: +39 389 044 7957

- By email: ciao@ligurewatches.com
- Or: marketing@ligurewatches.com

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How we may contact you?

If we need to contact you, we will do so by WhatsApp or by writing to you at the email address or postal address you provided to us in your order.

Thank you for choosing **LIGURE WATCHES**. We are dedicated to ensuring your satisfaction with our products.



LIGURE
W A T C H E S

