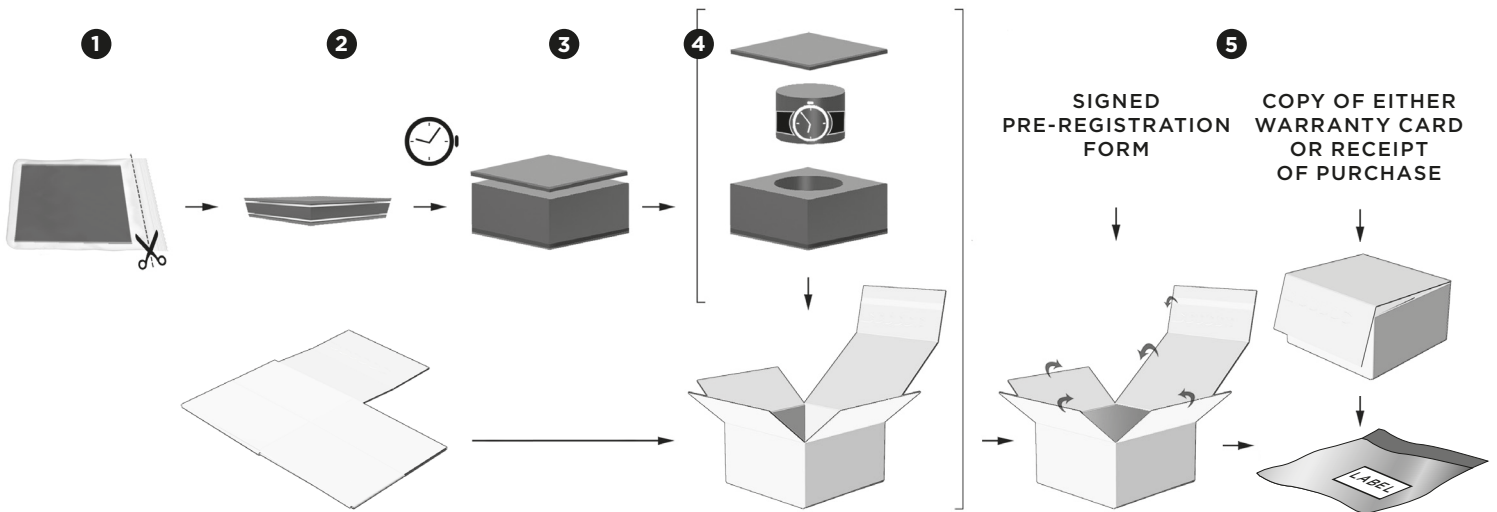


SHIPPING GUIDELINES

DEAR VALUED CUSTOMER,

Thank you for entrusting us with your IWC timepiece.

Following your pre-registration online, we are pleased to provide you with the requested Service Kit. Kindly follow the instructions below to ensure the safe delivery of the timepiece. You will be notified when your timepiece is received at our workshop.



1
Open the envelope containing the cardboard shipping box and the padding material. Cut open the plastic wrapping of the padding material.

2
The prepared cardboard can be extended into a shipping box with one easy motion.

3
Within a few minutes the padding foam inflates to a cubic shape on its own.

4
Take out the foam cylinder of the center of the cube and strap your watch around it. Return the cylinder with your watch into the cube and into the shipping box.

5
Close the cardboard box with the adhesive strip and place the box into the shipping bag. Affix the shipping label of the carrier onto the bag. Please include a copy of either your warranty card or receipt of purchase together with your signed pre-registration form.

IMPORTANT

To complete the registration of your service order, the enclosed pre-registration form must be signed and included in the Service Kit.

For shipping you can use the attached prepaid label from FedEx.

Alternatively, you can use a carrier of your choice.

We would like to kindly advise you that in such cases the shipping fees and insurance coverage will be at your discretion.

For your shipment please use this address: Service Center, 15100 Trinity Blvd, Ste 300, PO Box 955004, Fort Worth, Texas 76155

For security reasons, please do not list IWC or Richemont on the packaging.

For any questions, please contact our IWC Concierge at 1-800-432-9330.

LOG IN TO YOUR MY IWC ACCOUNT AND FOLLOW YOUR SERVICE ORDER STATUS ONLINE.

REGISTRATION

Once your timepiece has been received at our workshop, a notification email will be sent to you. You will be able to manage and follow your repair order online by connecting to your My IWC account.

DIAGNOSIS

After a thorough examination, our experts will determine the service(s) required to ensure the proper functioning of your timepiece or suggest optional interventions for aesthetical reasons. Discover short films and a full description of the service(s) available at www.iwc.com/us/en/services.

ESTIMATE

When the estimate of your service order is available for approval a notification email will be sent to you. Once the cost estimate is approved, the service of your timepiece will begin. For any questions, please contact our IWC Concierge at 1-800-432-9330.

SERVICE

To track the completion date of the service order, log in to your My IWC Account.

ONLINE PAYMENT

Once the service is completed a notification email will be sent inviting you to proceed with secured online payment, unless the service fees are covered by the warranty.

RETURN DELIVERY

Following the receipt of your payment, your timepiece will be securely shipped to your delivery address.
