

# Warranty

## Citizen Watches Australia Pty Ltd Warranty Program and Service Guide

Citizen's warranty program is designed to provide real value to the customer and a strong competitive edge to you, the retailer. Our unparalleled warranty program gives you a vehicle to build and strengthen a relationship with the consumer which may continue long after the initial sale.

### Three Year Limited Warranty

Every Citizen watch purchased in Australia, New Zealand, Republic of South Africa and the South Pacific Islands from a Citizen Authorised Dealer, is accompanied by a Three Year Limited Warranty valid from the date of purchase.

This Warranty applies to all quartz and light powered watches giving superior protection and peace of mind to the consumer.

Included in the first year of this Warranty is a one year International Guarantee.

### What Does Your Warranty Include

The Warranty includes watch movements. It does not include accidental damage to the finish of the case, crystal, bracelet, strap, stem and crown or other appearance parts caused by wear.

The original Power Cell in the watch is a test/service Power Cell and is therefore not covered by the warranty.

We recommend a Citizen Watch in need of service be taken to a CITIZEN Authorised Service Centre. Any damage caused by repairs or alterations by unauthorised technicians may void your warranty.

### When Completing Your Warranty Coupon

Your Warranty Coupon must be filled out completely. To do this you will need the Calibre/Case Number, the Manufacturer's Serial Number and the Model Number.

You, the retailer, should assist the consumer in filling out the information on the warranty card form in the Three Year Limited Warranty Booklet at the time of sale.

Citizen's unparalleled warranty program and excellent after-sales service is designed to support our retailers in providing superior quality and lasting value to the consumer.

