

SERVICE REQUEST FORM

Please complete all the requested information below (* indicates mandatory fields) and include the original document with the watch.



YOUR CONTACT DETAILS

Your customer number

* Delivery address: 〒

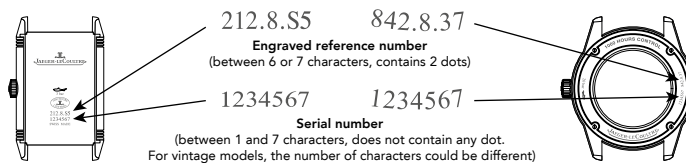
* Title ☐ Mr. ☐ Mrs. ☐ Ms.

* First name

* Last name

* E-mail

* Phone



WATCH INFORMATION

* Serial number

Engraved reference number

☐ Detached parts enclosed (e.g. glass, crown, pusher, screw, ...), please specify:

* Repair under guarantee ☐ No ☐ Yes (please include the necessary documents: valid International guarantee card or valid proof of purchase/service)

Date of purchase: / /

Last Intervention: Date / / Location

Intervention reference
Type of Service

☐ complete service ☐ battery exchange ☐ component exchange ☐ water resistance renewal ☐ perpetual calendar adjustment
☐ movement/rate adjustment ☐ engraving ☐ demagnetization ☐ functional check ☐ full polishing service

* WATCH CONDITION

In order to help you to complete the following fields, we invite you to consult our Service Price Calculator on our website (under Customer Service > Service Price Calculator) to estimate the price for your watch's service.

Observations on your timepiece: please select what you have noticed:

☐ Humidity inside my watch ☐ Gains seconds/day ☐ Loses time seconds/day ☐ Fell down / was shocked
☐ Insufficient power-reserve ☐ Regular service ☐ Stops ☐ Defective function, please specify which one: ☐ chrono ☐ automatism ☐ calendar

Other, please specify:

* SERVICE REQUESTED

In order to help you to complete the following fields, we invite you to consult our Service Price Calculator on our website (under Customer Service > Service Price Calculator) to estimate the price for your watch's service. If applicable, please attach the cost estimation preview from the Service Price Calculator; it will be considered as the pre-approved service and value. If you do not have access to a printer, please indicate the pre-approved amount in the field below "Pre-approved value from the Service Price Calculator".

* for vintage products: please note that they have to be sent to our Manufacture in Switzerland for diagnosis. In such cases, we kindly inform you that the lead time to obtain a cost estimate is a minimum of 3 to 5 weeks and the minimum price for a complete service is 255'200 JPY.

Pre-approved value from the Service Price Calculator:

Requested Service: ☐ Complete service ☐ Water-resistancy renewal ☐ Battery service ☐ Full polishing service of the case and bracelet
☐ Care Program functional check ☐ Full polishing service of the case (leather strap)

Requested component(s): ☐ No additional component ☐ Hands ☐ Folding clasp ☐ Pin buckle ☐ Front glass ☐ Back glass
☐ Bracelet link(s) ☐ Crown(s) ☐ Compression key(s) ☐ Corrector(s) ☐ Pusher(s) ☐ Dial

☐ Others ()

Requested additional service(s) for vintage models: ☐ Extract of archives (for watches over 30 years) ☐ Dial intervention (freshening up)

Other service for Reverso monoface models : ☐ Reverso personalisation

In order to choose your engraving option, we invite you to consult our Engraving tool on our website (<https://www.jaeger-lecoultre.com/jp-en/services/engrave-your-reverso>) to estimate the price for your Reverso's engraving. Please attach the engraving cost estimation preview from our Engraving tool in PDF that will be considered as the pre-approved service. You will be charged for the engraving as indicated on the engraving tool.

* IMPORTANT INFORMATION

- Please make sure to keep a copy of this form, for your records.
- Please take a picture of your watch before shipping it, for your records.
- Only genuine Jaeger-LeCoultre products (other than Atmos clocks or vintage clocks) with a maximum manufacturer's retail sale price of 120'500'00 JPY are eligible for this service request form.
- Leadtimes: allow up to 5 business days from receipt of your watch by our Customer Service Center for your watch to be processed by our team. After a complete diagnosis, we will be able to determine the type of service required and provide you with a cost estimate. Some watches (vintage or complicated watches) have to be sent to our Manufacture in Switzerland for diagnosis. In such cases, please note that the lead time to obtain a cost estimate is a minimum of 3 to 5 weeks.

☐ I herewith agree with sending watch to Switzerland if necessary to diagnosis of my watch at Manufacture.

Handling and freight are free of charge in all cases.

Pre-Approved Services

- If applicable, please attach the cost estimation preview from the Service Price Calculator
 - If the watchmaker's diagnosis confirms that only the service and component(s) you requested is/are necessary, it/they will be performed immediately after diagnosis without sending you a cost estimate and you will be charged for the service(s) as indicated in the Service Price Calculator (unless your watch is under guarantee).
 - If the amount of the estimate is higher than the pre-approved value, the updated estimate will be sent to you for approval.
 - Battery service: if you request a battery service and our diagnosis confirms that only this service is necessary, it will be performed immediately without sending you a cost estimate. You will be charged 12'760 JPY for the service.
 - Water-resistancy renewal: if you request a water-resistancy renewal and our diagnosis confirms that only this service is necessary, it will be performed immediately without sending you a cost estimate. You will be charged 48'400 JPY for the service.
 - Full polishing service of the case and bracelet: if you request a full polishing service and our diagnosis confirms that only this service is necessary, it will be performed immediately without sending you a cost estimate. You will be charged 72'600 JPY for a full polishing service of the case (leather strap) and 101'200 JPY for a full polishing service of the case and metal bracelet.
 - Full polishing service of the case and bracelet performed with a complete service: if you request a full polishing service, in addition to the complete service of your watch, and our diagnosis confirms both services, the polishing service will be performed immediately, at the same time as the complete service, without sending you a cost estimate. You will be charged 36'300 JPY for a full polishing service of the case (leather strap) and 50'600 JPY for a full polishing service of the case and metal bracelet.
- Conditions of Service and Privacy Policy: by signing below, you confirm having read and accepted the Conditions of Service and Privacy Policy that can be found on our website at <https://www.jaeger-lecoultre.com/jp-en/services/conditions-of-service> and <https://www.jaeger-lecoultre.com/jp-en/privacy-policy> For any questions, please visit our website <https://www.jaeger-lecoultre.com/jp-en/services/service-price-calculator> and our «Strap Finder» under «Straps» <https://www.jaeger-lecoultre.com/jp-en/straps>. Please feel free to contact us by e-mail at japan@clientrelations.jaeger-lecoultre.com or by phone at 0120 79 1833.

Date: / /

Your signature: