

Warranty

Warranty

Your TISSOT® watch is warranted by TISSOT S.A. for a period of twenty-four (24) months from the date of purchase under the terms and conditions of this warranty. The international TISSOT® warranty covers material and manufacturing defects existing at the time of delivery of the purchased TISSOT® watch ("defects"). The warranty only comes into force if the electronic warranty is activated by an official TISSOT® dealer, or failing that, the warranty certificate is dated, fully and correctly completed and stamped by an official TISSOT® dealer ("valid warranty").

During the warranty period, by presenting a valid warranty, you will be entitled to have any defect repaired free of charge. In the event that repairs are improper to restore the normal conditions of use of your TISSOT® watch, TISSOT S.A. guarantees its replacement by a TISSOT® 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. 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 TISSOT S.A.;
- indirect or consequential damages of any kind resulting from e.g. the use, the non-functioning, the defects or the inaccuracy of the TISSOT® watch;
- the TISSOT® watch handled by non-authorized persons (e.g. for battery replacement, services or repairs) or which has been altered in its original condition beyond TISSOT S.A.'s control.

Any further claim against TISSOT S.A. e.g. for damages additional to the above described warranty is expressly excluded, except 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 sole responsibility;
- does not affect the purchaser's rights against the seller nor any other mandatory statutory rights the purchaser may have against the seller.

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

Collection and treatment of end of life quartz watches*



This symbol indicates that this product should not be disposed with household waste. It has to be returned to a local authorized collection system. By following this procedure you will contribute to the protection of the environment and human health. The recycling of the materials will help to conserve natural resources.

* valid in the EU member states and in any countries with corresponding legislation.

Replacing the battery

We recommend that you contact an approved TISSOT® Service Centre or authorised TISSOT® retailer, as they are equipped with the tools and apparatus required to carry out the work and the necessary checks in a professional manner. A worn-out battery should be replaced immediately in order to reduce the risk of leakage and consequent damage to the movement.

TISSOT S.A., CH-2400 Le Locle, Switzerland

TISSOT® is a registered trademark

Warranty USA

Warranty, USA only

Your TISSOT® watch is warranted by TISSOT S.A. FOR A PERIOD OF TWENTY-FOUR (24) MONTHS FROM THE DATE OF PURCHASE under the terms and conditions of this warranty. The international TISSOT® warranty covers material and manufacturing defects existing at the time of delivery of the purchased TISSOT® watch ("defects"). The warranty only comes into force if the electronic warranty is activated by an official TISSOT dealer, or failing that, the warranty certificate is dated, fully and correctly completed and stamped by an official TISSOT dealer ("valid warranty").

During the warranty period, by presenting a valid warranty, you will be entitled to have any defect repaired free of charge. In the event that repairs are improper to restore the normal conditions of use of your TISSOT® watch, TISSOT S.A. guarantees its replacement by a TISSOT® 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. 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 TISSOT S.A.;
- the TISSOT® watch handled by non-authorized persons (e.g. for battery replacement, services or repairs) or which has been altered in its original condition beyond TISSOT S.A.'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 TISSOT S.A. 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 which may vary from state to state.

Warranty Australia / New Zealand

Warranty, Australia / New Zealand

Note: If you purchased your TISSOT® watch in Australia or New Zealand, the International TISSOT® Warranty contained in the booklet provided with this watch and on the TISSOT® website (www.tissot.ch) does NOT apply to you, and is replaced by this Australian / New Zealand Warranty (referred to below as the “Warranty”).

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 TISSOT® watch and its purchase under Australian or New Zealand laws, including consumer protection laws.

In Australia, TISSOT® 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 TISSOT® watch repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In New Zealand, TISSOT® 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;
- 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 TISSOT S.A., CH-2400 Le Locle, Switzerland. Telephone +41 32 933 31 11.

Your TISSOT® 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 TISSOT® watch (“defects”). Where such defects become apparent during the warranty period and provided you present a valid warranty certificate, TISSOT S.A. will:

- repair your watch free of charge; or
- in the event that repairs are unable to restore the normal conditions of use of your TISSOT® watch, replace your watch with a TISSOT® 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 TISSOT® watch upon purchase is dated, fully and correctly completed and stamped by an official TISSOT® 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 TISSOT S.A.;
- indirect or consequential damages of any kind resulting from e.g. the use, the non-functioning, the defects or the inaccuracy of the TISSOT® watch; or
- defects caused by the TISSOT® watch being handled by non-authorized persons (e.g. for battery replacement, services or repairs) or altered in its original condition beyond TISSOT S.A.’s control.

Warranty Australia / New Zealand

How to make a claim under this warranty

To make a claim under this Warranty, we recommend that you wrap your TISSOT® 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 TISSOT® retailer or an authorised TISSOT® Service Centre. To find current contact information for your nearest official TISSOT® retailer or authorised TISSOT® Service Centre, please telephone: +61 3 8844 3300,

email: customer.service@swatchgroup.com.au or go to www.tissot.ch.

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 TISSOT® retailer or Service Centre is authorised to make any modification, extension or addition to this Warranty. TISSOT S.A. 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.

Collection and treatment of end of life quartz watches*



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* valid in the EU member states and in any countries with corresponding legislation.

Replacing the battery

We recommend that you contact an approved TISSOT® Service Centre or authorised TISSOT® retailer, as they are equipped with the tools and apparatus required to carry out the work and the necessary checks in a professional manner. A worn-out battery should be replaced immediately in order to reduce the risk of leakage and consequent damage to the movement.

TISSOT S.A., CH-2400 Le Locle, Switzerland

TISSOT® is a registered trademark

TISSOT S.A.'S OBLIGATION IS STRICTLY LIMITED TO REPAIR OR REPLACEMENT AS EXPRESSLY STATED IN THIS LIMITED WARRANTY. YOUR OFFICIAL TISSOT® DEALER CARRIES SOLE RESPONSIBILITY FOR ANY OTHER GUARANTEES.

The TISSOT S.A.'s customer service ensures the perfect working order of your TISSOT® watch. If your watch needs maintenance, rely on an official TISSOT® dealer or an authorized TISSOT® Service Center as set forth in the enclosed list: they can guarantee service according to TISSOT S.A.'s standards.

Collection and treatment of end of life quartz watches*

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Precautions and Preventive Measures

Temperature

Do not expose your watch to sudden temperature changes (exposure to sunlight followed by immersion in cold water) or extreme temperatures [over 60°C (140°F) or below 0°C (32°F)].

Magnetic fields

Do not expose your watch to intense magnetic fields such as loudspeakers, portable telephones, computers or refrigerators and other electromagnetic appliances.

Shocks

Avoid thermal or other shocks as it may harm your watch. In the event of a violent shock please have your watch checked by an authorized TISSOT® Service Center.

Harmful products

Avoid direct contact with solvents, detergents, perfumes, cosmetic products etc., since they may damage the bracelet, the case or the gaskets.

Care and checks

Clean the case and bracelet regularly using a soft cloth to prevent any corrosion caused by perspiration. All water resistant watches can be cleaned with a toothbrush and soapy water, and then dried with a soft cloth. After being worn in the sea, the watch must be rinsed with warm fresh water and then dried completely.

Water resistance

Water resistance of watches is rated based on laboratory pressure tests comparable to a swimmer or diver sitting still at that pressure level. However many water-based activities involve a lot of movement and other environmental changes. These exceptions to how the watch was rated may challenge or defeat the water protection features of a water resistant watch.

The water resistance of a watch cannot permanently be guaranteed. It may be affected by ageing of gaskets or by accidental shock to the crown. We recommend that you have the water resistance of your watch checked once a year by an authorized TISSOT® Service Center.

Never activate the time-setting crown and/or the pushers while the watch is under water and make sure that the crown has been pushed/screwed down tightly after every operation.

Do not under any circumstances open the watch yourself; arrange to get it inspected by an authorized TISSOT® Service Center only.

All TISSOT® watches are water-resistant to 3 bar (30 m / 100 ft). A screw down crown improves water-resistance.

This applies in particular to watches which are water-resistant at depths in excess of 10 bar (100 m / 330 ft).



Water-resistant to 3 bar (30 m / 100 ft)



Water-resistant to 5 bar (50 m / 165 ft)



Water-resistant to 10 bar (100 m / 330 ft)



Water-resistant to 10 bar (100 m / 330 ft) with screw down crown



Water-resistant to 20 bar (200 m / 660 ft) with screw down crown



Water-resistant to 20 bar (200 m / 660 ft) with screw down crown and pushers



Water-resistant to 30 bar (300 m / 1000 ft) with screw down crown

TISSOT® Finishings

Galvanic coatings

These coatings are applied by electrolysis. By varying the timing and current intensity, it is possible to vary the thickness and nature of the different layers (eg gold, silver, copper, etc...).

PVD (Physical Vapour Deposition) coating

This process is performed under vacuum. Microscopic particles are deposited on the products by ion bombing. Very thin layers (1 to 3 µm) of impurity-free components can be made, which possess a high level of hardness (nitride, carbides, etc...). PVD has the advantage of being a thin but hard layer, corrosion resistant, with strong adhesion and providing a numerous choice of colours. Thanks to the inert nature of PVD, the risks of intolerance entailed by its use are minimised.

Titanium

Titanium is a metallic element found in the Earth's crust. Hardened titanium is 30 % tougher but around 40 % lighter than steel, and is 100 % recyclable. Thanks to the biocompatible nature of titanium, the risks of intolerance entailed by its use are minimised. When exposed to the atmosphere, titanium forms an oxide film that makes titanium resistant to salt water and human perspiration corrosion.

Polished Titanium

The models with a polished titanium case and bracelet are made of titanium which has been polished and protected with a grey PVD surface treatment which improves the resistance of the surface.

Sapphire crystal

Sapphire is manufactured from aluminium oxide (Al₂O₃). Transparent and colourless, it can only be scratched or cut with a diamond. Due to its extreme hardness, sapphire is virtually immune to deterioration or distortion, scratch proof and resistant to wear and chemical attack. Highly polished, sapphire is perfectly transparent.

Stainless steel 316L

For the manufacture of all accessible components of its steel watches, TISSOT® has selected a very high quality stainless steel from the 316L family. The advantages of this steel are its high corrosion resistance and excellent durability. For example, certain steels used in the medical field for the manufacture of implants also belong to the 316L family.

Services

Like any precision instrument, a watch must be serviced regularly for optimum operation. As a general rule, we recommend that you have your watch checked every 3 to 4 years by your approved TISSOT® retailer or service centre. However, please note that depending on the climate and the conditions of use of the watch, a shorter interval may be required. To benefit from the highest standards of service and to ensure your guarantee remains in force, please always contact an approved TISSOT® retailer or service centre.

Availability of spare parts

From the stoppage date of the watch production, TISSOT® guarantees the availability of its spare parts for a minimum period of 10 years for standard watches, and for a period of up to 20 years for gold watches. If for any reason production of a particular spare part is stopped or deferred, TISSOT® reserves the right, at its sole discretion, to offer the customer an alternative solution.