

PANERAI

SERVICE REQUEST FORM

Please digitally fill out all fields below. The completed form must be emailed to concierge.europe@panerai.com to receive your free of charge shipping kit. Fields marked with (*) are mandatory.

CUSTOMER INFORMATION*

Client reference <small>(to be filled by Panerai)</small>		Shipping kit delivery address	Address*		
Salutation*	Mr. Mrs. Ms.		City*		Postal code*
First name*			Country *		
Surname*		Watch delivery address	Address		
Email*			City		Postal code
Country code*			Country		Same as shipping kit delivery address
Phone number*		Billing address	Address		
			City		Postal code
			Country		Same as watch delivery address

TIMEPIECE INFORMATION

Serial number* <small>(engraved on your watch)</small>	OP	BB		
Watch under guarantee	Yes No	Date of purchase	/	/
		<small>(dd / mm / yyyy)</small>		

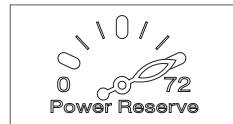
Which best describes your watch is experiencing?



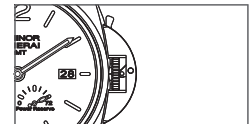
Does not work



Sometimes stops



Does not keep the power reserve



Time setting and manual winding

Are you satisfied with the time accuracy?



Accuracy OK

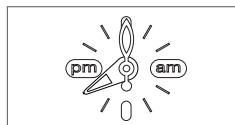


Running fast

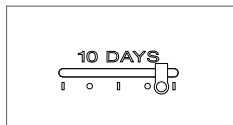


Running slow

Please choose which functions are not working on your watch?



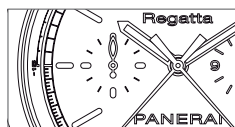
24H indicator



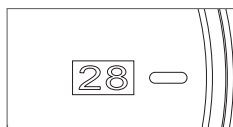
Power reserve display



Chrono/Flyback



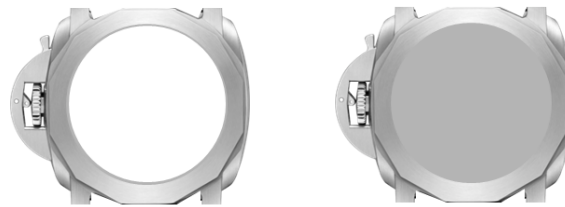
Seconds reset



Date

Customer request*

Service	Complete service	Analyse and advise accordingly	
Polishing	Full polishing (this option is chargeable)		
Replace parts	Bezel	Case back	Case
	Crystal	Crown	Dial
	Push-piece	Other	
Engraving	Text to be engraved:		
Font	PANERAI	MONOTYPE CORSIVA	ARABIC
	ALDINE 401 BT)	IDEOGRAMS	CYRILLIC
Position	Between the lugs (6H)	Between the lugs (12H)	Crown cap lever
	Caseback. Kindly specify the desired area for engraving		



Additional observations

Information

Please make sure to **keep a copy** of this form and take a picture of your watch before shipping it for your records. Only **genuine** Officine Panerai products (other than clocks and instruments) with a maximum manufacturer's retail sale price of 50'000 EUR/49'000 CHF/43'000 GBP are eligible for Services.

Please note that the creation of the Cost Estimate by our master craftsmen takes time and careful preparation. Therefore, we reserve the right to raise a diagnosis fee should the service be declined or if we do not receive a response within the Cost Estimate validation period.

Lead-times: Please allow up to 5 business days from receipt of your watch by our 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.

Liability waiver: By submitting this form, you acknowledge that you are responsible for ensuring that the text and design you request to be engraved do not infringe on any third-party rights, including but not limited to trademark, copyright, or intellectual property rights.

Accuracy of information: We are not responsible for any errors or typos in the text you provide, and no refunds or cancellations will be accepted once the engraving process has begun. Please ensure that the text you provided is accurate and final before proceeding with engraving.

Switzerland: Vintage or complicated watches may need to be sent to the Manufacture Panerai in Switzerland for diagnosis, free of charge. In such cases, please note that the lead time to obtain a cost estimate is a minimum of 4 weeks. By sending this service request form, you give us your written approval to send your watch to Switzerland if required.

Conditions of Service and Privacy Policy: Panerai will process your personal information in accordance with our privacy policy that can be found on the website.

Please refer to the privacy policy for details of how we process your personal information and who you can contact for further information or to exercise your rights.

Please note that by sending this service request form, you confirm that you have read and accepted Panerai Conditions of Service and Privacy policy that can be found on the website, and further agree to receive marketing information about Panerai's collections, services and other activities. You can ask us to stop marketing at any time.