

# PANERAI

## SERVICE REQUEST FORM

Please digitally fill out all fields below. The completed form must be emailed to [concierge.europe@panerai.com](mailto: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		
Country code*				Country		
Phone number*			Billing address	Address		
				City		
				Country		
				Postal code		
				Same as shipping kit delivery address		
				Postal code		
				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>		

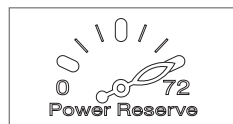
Which best  
describes issues  
your watch is  
experiencing?



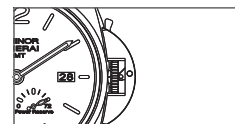
Does not work



Sometimes stops



Does not keep the  
power reserve



Time setting and  
manual winding

Are you satisfied  
with the time  
accuracy?



Accuracy OK

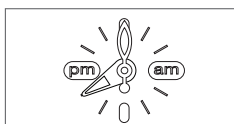


Running fast

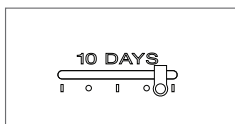


Running slow

Please choose which  
functions are not  
working on your  
watch?



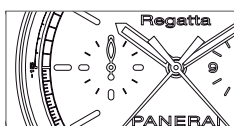
24H indicator



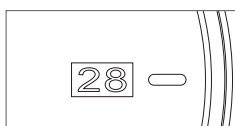
Power reserve  
display



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, please specify

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**Other  
observations**

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**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 100â€™000 EUR/CHF/GBP are eligible for Services.

**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.

**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.