

# 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>		

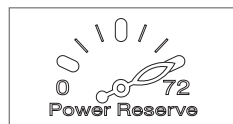
Which best describes issues your watch is experiencing?



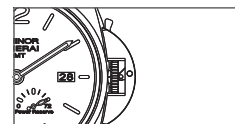
Does not work



Sometimes stops



Does not keep the power reserve



Time setting and manual winding

Are you satisfied with the time accuracy?



Accuracy OK

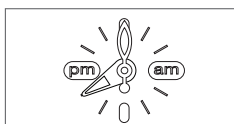


Running fast

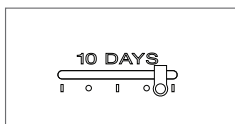


Running slow

Please choose which functions are not working on your watch?



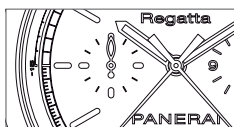
24H indicator



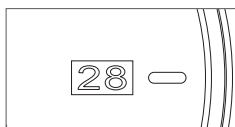
Power reserve display



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	

**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 100'000 EUR/CHF/GBP are eligible for Services.

**Leadtimes:** 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 signing this form, you give us your written approval to send your watch to Switzerland if required.

**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), 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.

**Date\***

(dd / mm / yyyy)

/ /

**Signature**

(required only at time of  
timepiece shipment)