

RADO 5 YEAR WARRANTY

Your Rado® watch is warranted by Rado Watch Co. Ltd. for a period of sixty (60) months, i.e. five (5) years from the date of purchase under the terms and conditions of this warranty. This official five-year warranty is valid for all Rado watches purchased as of 1st May 2023.

During the warranty period and by presenting the valid warranty certificate, you will have the right to have any defect repaired free of charge. In the event that repairs will not restore the normal conditions of use of your Rado watch, Rado Watch Co. Ltd. guarantees its replacement by a Rado watch of identical or similar characteristics. The warranty for the replacement watch ends sixty (60) 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. alteration of the color and/or material or non-metallic straps and chains, such as leather, textile, rubber);
- 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 directions for use provided by Rado Watch Co. Ltd.;
- The handling of the watch by non-authorized persons (e.g. for battery replacement, services or repairs) or the alteration of the watch from its original condition beyond Rado Watch Co. Ltd.'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 Rado Watch Co. Ltd. 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 that may vary from state to state.
- Rado Watch Co. Ltd.'s obligation is strictly limited to repair or replacement as expressly stated in this limited warranty. Your official Rado dealer carries sole responsibility for any other guarantees.

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

Where do I send my Rado for service?

If the item was purchased more than thirty days ago and falls under the five year warranty, please send it to our Service Center along with a copy of your proof of purchase from Rado or an Authorized Retail Distributor. Please read the warranty carefully before sending your watch.

SERVICE CENTER ADDRESS

Swatch Group (U.S) Inc.
C/O – Rado Ecommerce Division
55 Metro Way, Suite 1
Secaucus , NJ 07094
United States of America

You can register your timepiece at the below link

Simply Click register now and follow the 3 steps for registration

You will need the Reference number and the 8 digit serial number engraved on the back of the timepiece.

https://www.rado.com/en_us/warranty-extension.html

If you have any questions concerning your order or encounter any problems with your watch, please contact our Customer Service representative at 1-800-283-7236 (From 8 AM to 6 PM EST Monday through Friday).