



To Our Value Customers

Ref SN/14

Date 20 June 2017

**SUBJECT: ON GREY MARKET AND PARALLEL IMPORTED GOODS**

Dear Customers

With the influx of parallel imported goods or online resellers, sometime consumer may lead into buying the goods from this grey market. Most times such goods are not supply with the proper documentation or legitimate Local Limited warranty. Hence it is good to understand how that decision may affect future repairs and warranties.

**What is parallel import goods or grey market goods?**

- They are non-counterfeit products that are imported from another country sold without the brand owner consent.
- Grey market goods are legal, non-counterfeit but sold outside normal distribution channel.

**Buying Parallel imported goods and its implication.**

- Although buying parallel imported goods are more affordable than the alternative. But they will not be covered by the brand owner original warranty.

**After –sales support may be limited.**

- Consumer may not have any kind of after sales support as manufacturers may not support merchandise that not bought thru their approved authorized channels.
- As some product may not be specifically designed for local usage, it may not be supply with the correct document like user manual or may not meet domestic electrical standard.

**Where should you buy your product in Singapore?**

- Consumer may check out our website at <http://www.casio-intl.com/sg/en/support/sales/>
- Consumer may also call Casio sales office at 6883 2003.



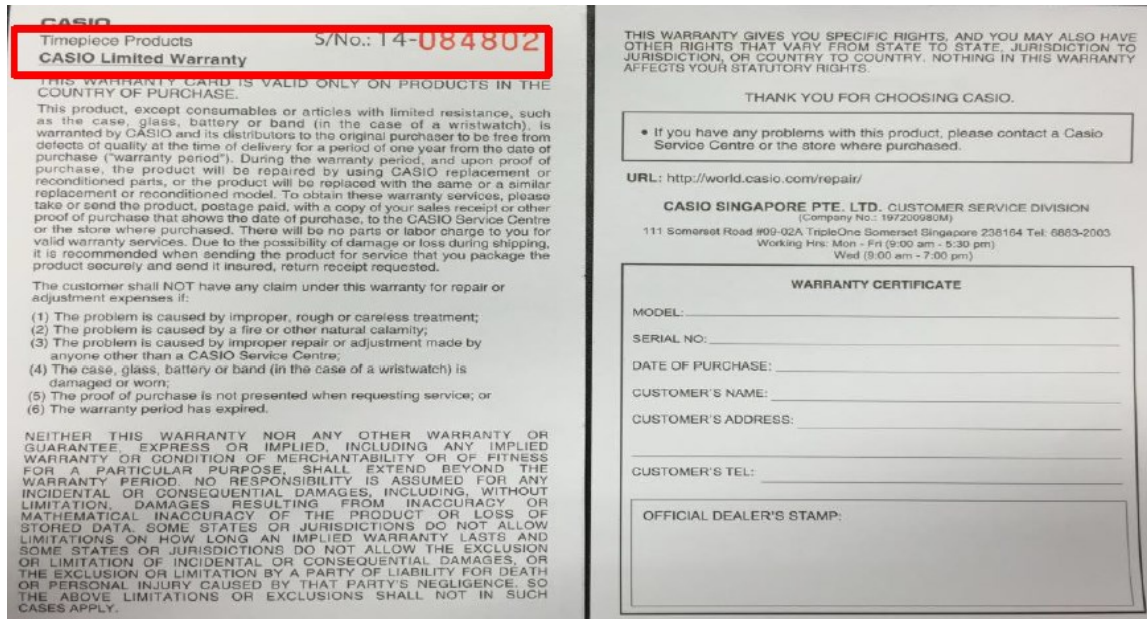


**Casio only approved type of warranty card for watches/calculator and the Condition:**

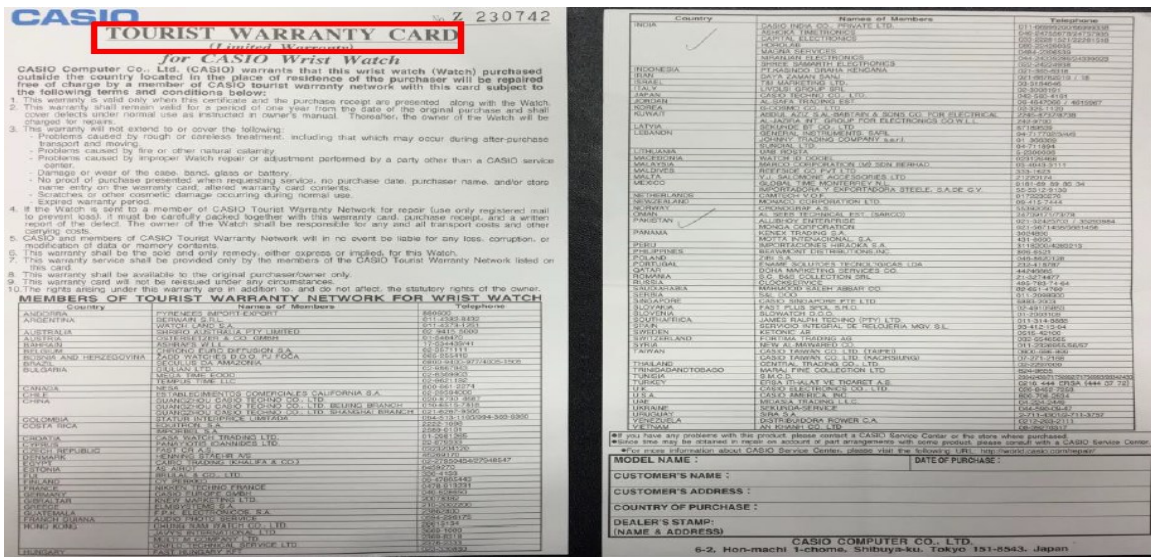
WARRANTY TYPE	VALIDITY
Local Warranty Card	<ul style="list-style-type: none"> <li>• Provide by distributor in purchased country.</li> <li>• Valid only on products in the country of purchase.</li> </ul>
Tourist Warranty Card	<ul style="list-style-type: none"> <li>• Issue for <b>tourist</b> only.</li> <li>• Valid in country of residence.</li> <li>• Not valid in purchased country.</li> </ul>
G-Shock International Warranty	<ul style="list-style-type: none"> <li>• Valid at Casio International Warranty Network.</li> </ul>
Oceanus Warranty Card	<ul style="list-style-type: none"> <li>• Valid in purchased country only.</li> <li>• Card is packed in product at factory.</li> </ul>
MRG-G1000	<ul style="list-style-type: none"> <li>• Valid in purchased country only.</li> <li>• Card is packed in product at factory.</li> </ul>

**Appendix: (Warranty Card Images)**

**1. Casio Limited Warranty**



## 2. Tourist Limited Warranty



**CASIO** Z 230742  
**TOURIST WARRANTY CARD**  
*for limited Maintenance*  
**for CASIO Wrist Watch**

CASIO Computer Co., Ltd. (CASIO) warrants that this wrist watch (Watch) purchased outside the country located in the place of residence of the purchaser will be repaired free of charge by a member of CASIO tourist warranty network with this card subject to the following terms and conditions below.

- This warranty is valid only when this certificate and the purchase receipt are presented, along with the Watch.
- This warranty shall remain valid for a period of one year from the date of the original purchase and shall cover defects of the main parts as listed in the manual. Thereafter, the owner of the Watch will be charged for repairs.
- This warranty will not extend to or cover the following:
  - Problems caused by rough or careless treatment, including that which may occur during after-purchase transport and receipt;
  - Problems caused by fire or other natural calamity;
  - Problems caused by improper Watch repair or adjustment performed by a party other than a CASIO service center;
  - Damage or wear of the case, band, glass or battery;
  - No proof of purchase presented when requesting service, no purchase date, purchaser name, and/or store name entry on the warranty card, altered warranty card contents;
  - Scenarios of other countries' damage occurring during normal use;
  - Expired warranty period.
- If the Watch is sent to a member of CASIO Tourist Warranty Network for repair (use only registered mail to prevent loss), it must be carefully packed together with this warranty card, purchase receipt, and a written report of the defect. The owner of the Watch shall be responsible for any and all transport costs and other copying costs.
- CASIO and members of CASIO Tourist Warranty Network will in no event be liable for any loss, corruption, or modification of data or memory contents.
- This warranty shall be void and only remedy, either express or implied, for this Watch.
- This warranty service shall be provided only by the members of the CASIO Tourist Warranty Network listed on this card.
- The warranty shall be available to the original purchaser only.
- This warranty card will not be reissued under any circumstances.
- The rights shown under this warranty are in addition to, and do not affect, the statutory rights of the owner.

**MEMBERS OF TOURIST WARRANTY NETWORK FOR WRIST WATCH**

Country	Name of Member	Telephone
ANDHRA PRADESH	WISCONSIN ELECTRONIC	885955
AUSTRALIA	WATCH LANDS SA	011 232 4332
BANGALORE	WISCONSIN ELECTRONIC	011 232 4332
BHARAT	WISCONSIN ELECTRONIC	011 232 4332
BHARAT AND HERZEGOVINA	WISCONSIN ELECTRONIC	011 232 4332
BULGARIA	WISCONSIN ELECTRONIC	011 232 4332
CHINA	WISCONSIN ELECTRONIC	011 232 4332
COSITA RICA	WISCONSIN ELECTRONIC	011 232 4332
CZECH REPUBLIC	WISCONSIN ELECTRONIC	011 232 4332
FRANCE	WISCONSIN ELECTRONIC	011 232 4332
GERMANY	WISCONSIN ELECTRONIC	011 232 4332
HONG KONG	WISCONSIN ELECTRONIC	011 232 4332
INDIA	WISCONSIN ELECTRONIC	011 232 4332
JAPAN	WISCONSIN ELECTRONIC	011 232 4332
KOREA	WISCONSIN ELECTRONIC	011 232 4332
NETHERLANDS	WISCONSIN ELECTRONIC	011 232 4332
NEW ZEALAND	WISCONSIN ELECTRONIC	011 232 4332
NORWAY	WISCONSIN ELECTRONIC	011 232 4332
RUSSIA	WISCONSIN ELECTRONIC	011 232 4332
SINGAPORE	WISCONSIN ELECTRONIC	011 232 4332
SOUTH AFRICA	WISCONSIN ELECTRONIC	011 232 4332
SOUTH KOREA	WISCONSIN ELECTRONIC	011 232 4332
SPAIN	WISCONSIN ELECTRONIC	011 232 4332
SWITZERLAND	WISCONSIN ELECTRONIC	011 232 4332
TAIWAN	WISCONSIN ELECTRONIC	011 232 4332
THAILAND	WISCONSIN ELECTRONIC	011 232 4332
UNITED STATES OF AMERICA	WISCONSIN ELECTRONIC	011 232 4332
UNITED KINGDOM	WISCONSIN ELECTRONIC	011 232 4332
Vietnam	WISCONSIN ELECTRONIC	011 232 4332

**CASIO COMPUTER CO., LTD.**  
6-2, Hon-machi 1-chome, Shibuya-ku, Tokyo 151-8543, Japan

## 3. G-Shock International Warranty Card



**CASIO**  
**G-SHOCK**  
**SHOCK RESIST**  
**INTERNATIONAL WARRANTY CARD**  
Casio Singapore Pte., Ltd

**WARRANTY CARD / 保修卡 / 保修卡**

MODEL / 产品型号 / 產品型號  
DATE OF PURCHASE / 购买日期 / 購買日期  
CUSTOMER'S NAME / 客户姓名 / 客戶姓名

**Approved Dealer Stamp**

**CASIO COMPUTER CO., LTD.**  
6-2, Hon-machi 1-chome, Shibuya-ku, Tokyo 151-8543, Japan

## 4. OCEANUS Warranty Card



**WARRANTY CARD**  
**OCEANUS**  
**CASIO**

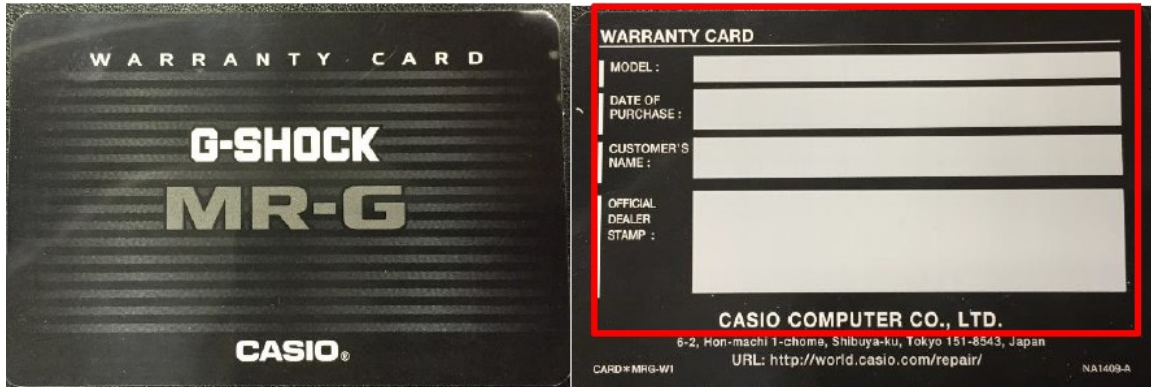
**WARRANTY CARD**

MODEL :  
DATE OF PURCHASE :  
CUSTOMER'S NAME :  
OFFICIAL DEALER STAMP :

**Approved Dealer Stamp**

**CASIO COMPUTER CO., LTD.**  
6-2, Hon-machi 1-chome, Shibuya-ku, Tokyo 151-8543, Japan  
URL: <http://world.casio.com/repair/>

## 5. MRG Warranty Card



The image shows a black warranty card for a Casio G-Shock MR-G. The left side features the text "WARRANTY CARD" at the top, "G-SHOCK MR-G" in large bold letters in the center, and the "CASIO" logo at the bottom. The right side is a white form with a red border, containing the following fields: "MODEL:", "DATE OF PURCHASE:", "CUSTOMER'S NAME:", and "OFFICIAL DEALER STAMP:". Below the form, it says "CASIO COMPUTER CO., LTD." followed by the address "6-2, Hon-machi 1-chome, Shibuya-ku, Tokyo 151-8543, Japan", the URL "http://world.casio.com/repair/", and the card number "CARD#MRG-W1". A small code "NA1409-A" is visible in the bottom right corner.

## 6. Calculator and Label Product Warranty Card (Local Limited Warranty)



The image shows a white warranty card for a calculator and label product. It features a "BATCH NO." field at the top left and a "WARRANTY CARD (PLEASE FILL IN COMPLETELY)" title at the top right. The form includes fields for "Customer's Name:", "Tel:", "Customer's Address:", "Model:", "Serial No:", and "Date of Purchase:". On the right side, there is a box labeled "OFFICIAL DEALER'S STAMP:" containing a blue circular stamp that reads "CASIO SINGAPORE PTE LTD" around a central star.

Sincerely

Customer Service Division