



MEMORANDUM

To Our Value Customers

From Customer Service Manager

Ref SN/15

Date 01st Sep 2017

SUBJECT: Watches Warranty and Watch Parts Sales

Dear Customers

Casio warrants that its products to be free from defects due to manufacturing or parts failure under normal use, for the stated length of the warranty period. If any product proves to be defective within the warranty period, the product must be returned to Casio Service Centre for evaluation before any form of repair.

On Watch Limited Warranty:

The warranty will not cover any defects or damage resulting from:

- **Wear and Tear**
- **Negligence**
- **Mishandling**
- **Unauthorized modification**
- **Repair by any person not authorized by Casio**
- **Lack of or improper maintenance or care**
- **The finish or exterior of the product**
- **Any consumables (e.g. batteries)**

In some circumstances as detailed in full warranty terms, we will replace customer model with a reconditioned or comparable model based on Casio discretion.

On Watch Parts Sales:

We do provision some components such as bands, bezels available directly. However, other components, such as movements, dials, hands, buttons, and other serviceable parts that are subjected to “Factory Service Only” are not available outright.

Sales of watch parts are restricted and reserved for repair purposes only. There will be no modification to other alternative parts (e.g. changing to different color).

Thank you for your understanding

Sincerely

Customer Service Division