

BERTHA

WATCH WARRANTY

1-YEAR LIMITED WARRANTY

Bertha is proud to stand by our quality craftsmanship with a 1-year Limited Warranty. Your watch is warranted to the original consumer/purchaser against breakage or malfunction under normal use due to defects in material or workmanship. This 1-year Limited Warranty also includes all components and craftsmanship of the movement and watchcase. We will repair, or, at our option, replace any defective Bertha watch with the same or a comparable model. We will refund the purchase if repair or replacement is not commercially possible. The warranty will become null and void if the timepiece is misused, abused, tampered with or taken apart, or if the timepiece is repaired by anyone other than an authorized dealer. The warranty is not extended to the watchstrap, bracelet, finish, crystal, crown or battery. The warranty does not cover any incidental, consequential or special damage arising from any or all uses of the watch. Bertha watches must be repaired by an authorized dealer or the warranty is void. Some states do not allow the exclusion or limitations of incidental, consequential or special damages, so the above limitations may not apply. This warranty gives you specific rights, and you may have other rights, which vary from state to state.

2 YEAR EXTENDED WARRANTY ON QUARTZ MOVEMENT

The 2 year extended warranty covers the quartz movement and internal components, for all Bertha watches. The coverage includes:

1. Any movement that ceases normal operation or does not maintain accurate timekeeping.
2. Detached components (hands, indicators, dial decorations, etc.) - not caused by impact.
3. Winding stem and/or crown breakage or detachment.

Note: The 1-year and 2-year extended warranties do not cover water intrusion damages that result from improper use.

WHAT IS COVERED UNDER MY BERTHA WATCH WARRANTY?

Your watch is warranted for a period of one year from the date of purchase against breakage or malfunction under normal use due to defects in material or workmanship. We will repair, or, at our option, replace any defective Bertha watch with the same or a comparable model. We will refund the purchase if repair or replacement is not commercially possible. The warranty will become null and void if the timepiece is misused, abused, tampered with or taken apart. The warranty does not cover the watch strap, bracelet, crystal, or battery. The warranty does not cover any incidental, consequential or special damage arising from any or all uses of the watch. Some states do not allow the exclusion or limitations of incidental, consequential, or special damages, so the above limitations may not apply.

WHERE DO I SEND MY BERTHA WATCH FOR WARRANTY REPAIR?

All Bertha watches are covered under a 1-year limited warranty from date of purchase. If you have a Bertha Watch that is in need of repair, please send your watch to the following address: **Bertha Watch Service Center 3160 Haggerty Rd Suite K, West Bloomfield, MI, 48323 U.S.A.** Shipping Instructions: To facilitate processing of your repair, please fill out the register form. In addition, please be sure to include a check or money order made payable to RESULTCO, in the amount of \$10.00 to cover the cost of return shipping and handling. This is not a repair charge. For warranty work - include a copy of your proof of purchase for the 1-year limited warranty. For non-warranted work - an estimate will be provided for your approval before any repairs are made.

When sending your watch to our service location, please pack it carefully and securely. Be sure to include:

1. Your name
2. Mailing address (street, city, state, zip code)
3. Preferred phone number (with area code)
4. Email address (To help expedite your repair)
5. Proof of purchase
6. A note explaining the nature of the problem.

When shipping, we recommend that you insure your watch against damage, theft or loss. We are not responsible for damage, theft or loss during shipping. NOTE: PLEASE DO NOT SEND WATCH BOXES. If you have any questions, please contact Customer Service.

HOW LONG WILL MY BERTHA WATCH REPAIR TAKE?

In most cases the repair will be completed within 3 weeks. For out-of-warranty work, an estimate will be provided; approval and payment for repair must be obtained prior to processing repair. Please note there may be issues beyond our control, such as holidays, parts backorders or unique repairs that affect actual times.

WHERE CAN I TAKE MY BERTHA WATCH TO HAVE THE BATTERY CHANGED?

We recommend visiting your local professional jeweler or authorized watch dealers who are properly trained to change watch batteries. Be sure to ask your jeweler to re-seal your watch to ensure water-resistance. If this is not done, or done incorrectly, it may void your warranty. In order to ensure proper water-resistance, your watch must be pressure sealed once your battery has been replaced. Failure to do so can damage the movement of your watch. If desired, you may send your watch to our Bertha Watch Service Center (US Customers only) for battery replacement. Please send your watch along with \$20.00 to the address listed below. The cost includes replacing your battery and pressure testing the watch for water-resistance along with the cost of return shipping and handling (continental U.S. only). Send to: 3160 Haggerty Rd Suite K, West Bloomfield, MI, 48323. Please enclose your watch with your return address, phone number and e-mail address. Please include a check or money order made payable to RESULTCO, along with a note requesting battery replacement. PLEASE DO NOT SEND CASH. Your watch will be returned to you within 3-6 weeks of our receiving it - time varies due to holidays and type of repair. If, at the end of the time period, you have not received a call or an email about the status of your repair, please contact customer service for an update. When shipping, we recommend that you insure your watch against damage, theft or loss. We are not responsible for damage, theft or loss during shipping.