

Warranty

warranty conditions

your alfex brand watch is warranted to the original customer only, for two 2 years, to be free from defects in materials and workmanship under normal use.

this warranty excludes: battery, case, crystal, strap or bracelet damage resulting from improper handling, lack of care, accidents, or normal wear and tear. water damage unless marked "water resistant".

this warranty is void if the watch has been damaged by accident, negligence, unauthorized service, or other facts not due to defects in materials or workmanship.

warranty request

please send in your watch, a copy of your sales receipt, the completed guarantee card and a description of the problem to the authorized international watch service center in your country.

for service work that is not covered under the guarantee, the service center may charge the service dependent on watch style and type of work requested. these charges are subject to change in case of replacement, alfex cannot guarantee that you will receive the same model watch. if your model is not available, a watch of equal value and similar appearance will be provided.

if a claim is made during the guarantee period, the guarantee period is not extended by reason of the fact that parts may have been changed. alfex highly recommends you to insure your parcel and adequately protect the watch during shipment. alfex is not responsible for product lost or damages during shipment.

Please contact your local reseller for detailed information.