

3. WARRANTY

CITIZEN WATCH COMPANY OF AMERICA, INC. CITIZEN WATCH COMPANY OF CANADA, LTD. WARRANTY PROGRAM AND SERVICE GUIDE

Citizen's warranty program is designed to provide real value to the customer and a strong competitive edge to you, the retailer.

Our unparalleled warranty program gives you a vehicle to build and strengthen a relationship with the consumer which may continue long after the initial sale.

FIVE YEAR LIMITED WARRANTY

Every Citizen watch purchased in the United States, Canada or the Caribbean from a Citizen Authorized Dealer is accompanied by a Five Year Limited Warranty giving superior protection and peace of mind to the consumer. There is never a charge for warranty service.

You, the retailer, should assist the consumer in filling out the information on the warranty card form in the Five Year Limited Warranty Booklet at the time of sale.

SERVICE GUIDE

A Citizen watch in need of service, whether in or out of warranty, may be taken to the nearest authorized Service Center listed in your warranty booklet. For the most up-to-date listing of service centers, please visit the support section of our website at www.citizenwatch.com. If sending the watch for service, we recommend it be sent to our Torrance, California location via insured carrier such as UPS, FEDEX or US Mail. Be sure to note the tracking number for your records in the unlikely event the shipment needs to be tracked.

When shipping a Citizen watch for repair, please allow an appropriate amount of transit time before making an inquiry. Transit times will vary based on your location, carrier service used and time of year.

Package your timepiece in a sturdy container with sufficient padding to protect your watch during transit. All shipping containers and packing materials are discarded upon receipt. As such, please do not use any containers and/or materials you wish returned.

Enclose the completed warranty card if warranty service is requested.

Please provide your account number, your own repair job number (if you send more than one watch in a package, assign a separate job number to each watch), the model or case number of the watch and the specific details of the problem on an enclosed packing slip. Be sure to include your email address so that we may email your estimate (if applicable) and return shipping tracking information.

An estimate of repair will be sent to the retailer only when repairs required exceed \$25.00. The estimate will indicate the Citizen Repair Number, repairs to be performed and amount due. Please refer to the Citizen Repair Number when making inquiries about the repair.

When an estimate is received, be sure to respond promptly. Retain the customer's portion of the estimate for your records and return the lower response portion to us. If advance payment is required, be sure to include payment information with your response to avoid unnecessary delays.

Citizen's unparalleled warranty program
and excellent after-sales service is designed to
support our retailers in providing superior quality and
lasting value to the consumer.