

SERVICE REQUEST FORM

Please digitally fill out all fields below. The completed form must be emailed to concierge.europe@vacheron-constantin.com to receive your free-of-charge shipping kit. Fields marked with (*) are mandatory.

CUSTOMER CONTACT

Client reference (to be filled by Vacheron Constantin)				Shipping kit and watch delivery address	Address*	
Title *	Mr.	Mrs.	Ms.		City*	Postal code*
First Name*					Country*	
Last Name*						
E-mail*				Billing address	Address	
Country code*					City	
Phone number*					Postal code	
					Country	

Same as shipping kit delivery address

WATCH INFORMATION

Serial Number*

Technical Reference*

Detached parts enclosed No Yes (if yes, please specify):

Date of purchase / /
(dd / mm / yyyy)

Repair under warranty No Yes (if yes, please provide international warranty or proof-of-purchase / service)



WATCH CONDITION & REQUEST

Please provide any additional information on the current condition of your timepiece to help us best process the service request (status of your watch, issues detected, or special service requested).

Only genuine Vacheron Constantin products (other than pocket watches) with a maximum manufacturer's retail sale price of 49,000.00 CHF or 50,000.00 EUR or 43,000.00 GBP or 577,000.00 SEK or 373,000.00 DKK are eligible for this Service. Please make sure to keep a copy of this form and take a picture of your watch before shipping it for your records.

Vacheron Constantin reserves the right to reject any product submitted to it for any requested service should Vacheron Constantin have any suspicion that the product is lost or stolen, including but not limited to if a product is registered on a lost and stolen database.

Leadtime: Please allow up to one week for your timepiece to be received and processed. Some timepieces (vintage and complicated watches) may need to be returned to the Vacheron Constantin Manufacture in Switzerland for further diagnosis. In this case, please note that the leadtime to obtain a cost estimate is a minimum of 4 weeks. Please note that by sending this service request, you hereby authorise the transfer of your timepiece to an authorised Vacheron Constantin service center anywhere in the world, if necessary, to ensure the best possible service.

Data Protection and Privacy Policy: Any personal data relating to our clients obtained by Vacheron Constantin will be used solely in accordance with Vacheron Constantin's Privacy Policy. Any submission of personal data to us is purely voluntary and made at your sole discretion. You have the right to ask for access to any information that we hold about you and to correct any inaccuracies. You also have the right to object to us processing your personal information in some cases. We will endeavour to keep your personal data safe and be responsible when collecting the data. For further information regarding how we protect and process your personal data, please refer to our privacy policy available on <https://www.vacheron-constantin.com/ww/en/legal/privacy-policy.html>

Conditions of Service and Privacy Policy: Please note that by sending this service request, you confirm that you have read and accepted Vacheron Constantin's [Conditions of Service](#) and [Privacy Policy](#) that can be found on our website <https://www.vacheron-constantin.com/ww/en/services/service-conditions.html>.