



**BAUME & MERCIER**  
MAISON D'HORLOGERIE GENEVE 1830



**CUSTOMER SERVICE**

# CUSTOMER SERVICE

## ***EXECUTIVE SUMMARY***

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### ***GUARANTEES***

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**Length of international guarantee :** 24 months

**Length of repair guarantee :** 12 months

### ***SERVICES***

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Baume & Mercier shall only undertake and invoice interventions that have been indicated in the estimate and accepted by the client.

The objective is to only carry out interventions that are necessary for the smooth running of the watch and to offer all other aesthetic related interventions as an optional service.

We distinguish the functional services from the aesthetic ones:

**Functional :** mandatory to ensure the smooth running of the watch

**Aesthetic :** optional

The content of the services is described on the next page.

The prices and lead-times depend on the type of service, the type of movement and the age category of the watch.

Shining is included for all complete services although it remains optional. This service consists in a light polishing, restoring the watch's shine and removing superficial scratches while preserving the shape of the watch. This service is not available for rhodium-finished or plated watches.

Polishing is proposed upon client request only and invoiced. This service permits to remove deeper scratches compared to shining.

As watches have "emotional" value, Baume & Mercier commits to repair any watch, permitting to maintain its value over time.

If you don't accept the cost estimate, a handling fee of 200 HKD will be invoiced for the watch diagnosis and logistic services.

# SERVICE CONTENTS

## DIAGNOSIS

### Reception of the watch and learning about the client's request

#### Control of the watch upon receipt :

- aesthetic (*scratches, shocks...*)
- functional (*time setting, date, hands, chronograph function, GMT function, ...*)

#### Air-resistance control





#### Case back opening

#### Checking of the movement cleanliness and state of lubrication



#### Movement controls :

- **Quartz:** electrical controls (*working, consumption, Lower Working Limit*)
- **Automatic/Manual:** demagnetization, working and amplitude control at 0h

## OPERATIONS BY TYPE OF SERVICE

OPERATIONS	BATTERY SERVICE	WATER-RESISTANCE SERVICE	COMPLETE SERVICE
 <b>Complete dismantling of the watch</b>		●	●
 <b>Movement overhaul :</b> dismantling, cleaning, assembly ( <i>with repair if necessary</i> ) and lubrication			●
<b>Quartz:</b> replacement of battery	●	●	●
<b>Replacement of case back and crown tube gasket</b>	●	●	●
<b>Replacement of all other gaskets (systematically)</b> <b>Replacement of other worn pieces if necessary:</b> - steel screws, chronograph hands (included in the service) - other hands, crystal, crown, push-buttons, dial,... (invoiced separately)		●	●
<b>Shining : case ( and bracelet if metal )</b> <i>For all watches, except rhodium-finished and plated watches</i>			●
 <b>Ultrasound cleaning of case ( and bracelet if metal )</b>		●	●
 <b>Re-assembly of the watch</b>		●	●
<b>Quartz:</b> electrical controls	●	●	●
<b>Automatic/Manual:</b> - working and amplitude control at 0h - movement setting (if necessary)		●	●
<b>Case back closing</b>	●	●	●

## FINAL CONTROLS

 <b>Air-resistance control</b> <b>Water-resistance control</b> <i>(only for watches resistant to 100m and more)</i>	●	●	●
<b>Bracelet and clasp :</b> control and adjustment		●	●
<b>Movement controls :</b> <b>Automatic/Manual :</b> - demagnetization - working and amplitude control at 0h			
 <b>Movement controls :</b> <b>Quartz:</b> working over a 48h-period <b>Automatic/Manual :</b> - demagnetization - working and amplitude control at 0h - working and amplitude control at 24h - power-reserve control		●	●
<b>Final control :</b> - aesthetic - functional (time setting, date, hands)	●	●	●

# CUSTOMER SERVICE

## WATCH CATEGORY

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Baume & Mercier makes a distinction between two age categories :

- **Contemporary watches**™: up to 20 years old (as of their production date)
- **Vintage watches**™: more than 20 years old (as of their production date)

To define the age category of your watch, please check if the technical reference engraved on the case back appears in the list of technical references of the next page. If so, your watch is considered as «Contemporary.» If not, it is classified as «Vintage.»

A service for a Vintage watch is generally more delicate than for a Contemporary model and a restoration may be necessary. Note that the time required for repairs is also often longer.

## CONTEMPORARY WATCHES

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Examples of lines concerned: *Capeland, Linea, Classima, Hampton, Riviera, Promesse, Clifton, ...*



## VINTAGE WATCHES

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Examples of lines concerned: *Aurore, Classima (old collection), Riviera (old collection), Tronosonic, Avant-garde, Jubilé, Formula S, ...*



# CUSTOMER SERVICE

## TECHNICAL REFERENCES OF CONTEMPORARY WATCHES

### NUMERICAL ENGRAVING (ENGRAVED ON THE WATCH CASE BACK)

12	65302	65347	65393	65431	65477	65517	65557	65605	65650	65696	65734	65782	65824
3131	65303	65348	65394	65432	65478	65518	65558	65606	65651	65697	65735	65783	65825
5130	65304	65351	65395	65433	65479	65519	65559	65610	65652	65698	65736	65784	65826
5131	65305	65352	65396	65434	65480	65520	65560	65611	65653	65699	65738	65785	65827
5136	65308	65353	65397	65435	65481	65521	65561	65612	65654	65700	65739	65786	65828
5161	65309	65354	65398	65436	65482	65522	65562	65613	65655	65701	65740	65787	65829
5231	65310	65355	65399	65437	65483	65523	65563	65614	65656	65702	65743	65788	65830
5236	65311	65356	65400	65438	65484	65524	65564	65615	65657	65703	65744	65789	65831
6103	65312	65357	65401	65439	65485	65525	65568	65616	65658	65704	65745	65790	65832
6104	65313	65358	65402	65440	65486	65526	65569	65618	65659	65705	65746	65791	65833
6105	65314	65359	65403	65445	65487	65527	65570	65620	65660	65706	65747	65792	65834
16633	65315	65361	65404	65446	65488	65528	65572	65621	65662	65707	65749	65793	65835
16655	65316	65362	65405	65447	65489	65529	65573	65622	65664	65708	65750	65794	65836
16750	65317	65363	65406	65448	65490	65530	65574	65623	65665	65709	65751	65795	65837
16751	65318	65364	65407	65449	65491	65531	65575	65624	65666	65710	65752	65796	65838
16752	65319	65365	65408	65450	65492	65532	65577	65625	65671	65711	65753	65797	65840
16780	65320	65366	65409	65451	65493	65533	65578	65626	65672	65712	65754	65798	65841
16781	65321	65367	65410	65452	65494	65534	65579	65627	65673	65713	65756	65799	65843
16782	65322	65368	65411	65453	65495	65535	65580	65628	65674	65714	65757	65800	65845
16783	65323	65369	65412	65455	65496	65536	65581	65629	65675	65715	65759	65801	65848
18259	65326	65370	65413	65459	65497	65537	65582	65630	65678	65716	65760	65802	65849
18499	65327	65371	65414	65460	65498	65538	65583	65631	65679	65717	65761	65803	77012
65244	65328	65373	65415	65461	65500	65539	65584	65632	65680	65718	65762	65804	83212
65246	65329	65374	65416	65462	65501	65540	65585	65633	65681	65719	65763	65808	86103
65247	65330	65375	65417	65463	65502	65541	65586	65634	65682	65720	65764	65809	86104
65248	65331	65376	65418	65464	65503	65542	65588	65635	65683	65721	65765	65811	86105
65249	65333	65378	65419	65465	65504	65543	65589	65636	65684	65722	65766	65812	87012
65250	65334	65379	65420	65466	65505	65544	65590	65637	65685	65723	65770	65813	
65251	65335	65380	65421	65467	65506	65545	65591	65638	65686	65724	65772	65814	
65258	65337	65381	65422	65468	65507	65546	65593	65639	65687	65725	65773	65815	
65259	65338	65383	65423	65469	65508	65547	65594	65640	65688	65726	65774	65816	
65260	65339	65384	65424	65470	65509	65548	65595	65641	65689	65727	65775	65817	
65261	65340	65385	65425	65471	65510	65549	65597	65642	65690	65728	65776	65818	
65262	65341	65388	65426	65472	65511	65550	65598	65643	65691	65729	65777	65819	
65263	65342	65389	65427	65473	65512	65551	65599	65644	65692	65730	65778	65820	
65264	65344	65390	65428	65474	65513	65552	65600	65647	65693	65731	65779	65821	
65265	65345	65391	65429	65475	65514	65553	65603	65648	65694	65732	65780	65822	
65300	65346	65392	65430	65476	65516	65554	65604	65649	65695	65733	65781	65823	



### ALPHANUMERICAL ENGRAVING (ENGRAVED ON THE WATCH CASE BACK)

MV025200	MV035080	MV045069	MV045104	MV045139	MV045166	MV045190	MV045214	MV045240
MV025206	MV040044	MV045073	MV045105	MV045140	MV045169	MV045191	MV045215	MV04F014
MV030139	MV040046	MV045075	MV045107	MV045141	MV045170	MV045193	MV045216	MV04F016
MV035048	MV040078	MV045076	MV045108	MV045142	MV045172	MV045194	MV045217	MV04F020
MV035049	MV040079	MV045077	MV045109	MV045143	MV045174	MV045197	MV045219	MV04F021
MV035054	MV040122	MV045078	MV045115	MV045144	MV045175	MV045200	MV045221	MV04F022
MV035055	MV040123	MV045079	MV045116	MV045145	MV045176	MV045201	MV045223	MV04F023
MV035057	MV045011	MV045080	MV045117	MV045147	MV045177	MV045202	MV045224	MV04F024
MV035058	MV045032	MV045083	MV045118	MV045148	MV045178	MV045203	MV045225	MV04F025
MV035062	MV045042	MV045084	MV045120	MV045153	MV045179	MV045204	MV045226	MV04F026
MV035065	MV045043	MV045085	MV045121	MV045154	MV045180	MV045205	MV045227	MV04F027
MV035066	MV045044	MV045086	MV045131	MV045155	MV045181	MV045206	MV045229	MV04F028
MV035068	MV045045	MV045088	MV045132	MV045159	MV045182	MV045207	MV045231	MV04F029
MV035070	MV045046	MV045089	MV045133	MV045161	MV045183	MV045208	MV045232	MV04F030
MV035074	MV045047	MV045096	MV045134	MV045162	MV045184	MV045209	MV045233	MV04F031
MV035075	MV045057	MV045097	MV045135	MV045163	MV045185	MV045210	MV045236	MV04F032
MV035078	MV045058	MV045102	MV045137	MV045164	MV045186	MV045212	MV045237	
MV035079	MV045063	MV045103	MV045138	MV045165	MV045189	MV045213	MV045239	



# CUSTOMER SERVICE

## CONTEMPORARY WATCHES

(LESS THAN 20 YEARS OLD)

<b>FUNCTIONAL OPERATIONS</b>		RECOMMENDED RETAIL PRICE	INTERVENTION LEAD-TIME (CLIENT - CLIENT)
<b>BRACELET SIZING OR REPLACEMENT</b>			
All types		Free of charge	Immediate
<b>BATTERY SERVICE</b>			
Clocks		250.-	Immediate
Watches		300.-	
<b>WATER-RESISTANCE SERVICE</b>			
Clocks		500.-	4 to 5 weeks
Watches	Not Chronograph	800.-	
	Chronograph	1'000.-	
<b>COMPLETE SERVICE</b> (Including shining except for rhodium finished and plated watches) <i>If a watch from this category must be returned to Customer Service International (Switzerland), please add 4 weeks.</i>			
Clocks		1'200.-	5 to 6 weeks
Watches			
Quartz	Basic	1'600.-	
	Small complication(s)	2'000.-	
	Chronograph	2'400.-	
Manual / Automatic	Basic	2'500.-	
	Small complication(s)	2'900.-	
	Chronograph	3'300.-	
	Chronograph with small complication(s)	3'700.-	
Manufacture / Complication		According to estimate	
<b>AESTHETIC OPERATIONS</b>			
		RECOMMENDED RETAIL PRICE	INTERVENTION LEAD-TIME (CLIENT - CLIENT)
<b>POLISHING</b> (Invoiced with water-resistance or complete service)			
For steel or yellow/red gold watches	Case	500.-	Included in service lead-time
	Case and bracelet	950.-	
For rhodium finished or plated watches	Case	1'700.-	
	Case and bracelet	3'400.-	
<b>OTHER OPERATIONS</b>			
Engraving		360.-	1 to 2 weeks
Standalone polishing, component exchange, ...		According to estimate	
<b>CONTRIBUTION TO COST OF DIAGNOSIS</b>			
For refused estimates		200.-	

### RECOMMENDED RETAIL PRICES FOR STANDARD SERVICES INCLUDE:

- Administrative and technical work
- Components that shall be replaced systematically (e.g.: gaskets) or frequently (e.g.: screws, ...)

All other components are invoiced in addition.

### TO DEFINE THE AGE CATEGORY OF A WATCH,

please check if the technical reference engraved on the watch case-back is indicated in the list of the technical references enclosed. If it is the case, the watch is considered as a "Contemporary" watch, if not, it is considered as a "Vintage" one.

# CUSTOMER SERVICE

## VINTAGE WATCHES

(MORE THAN 20 YEARS OLD)

### FUNCTIONAL OPERATIONS

RECOMMENDED RETAIL PRICE INTERVENTION LEAD-TIME (CLIENT - CLIENT)

#### BRACELET SIZING OR REPLACEMENT

All types Free of charge Immediate

#### BATTERY SERVICE

Clocks 250.-  
Watches 300.- Immediate

#### COMPLETE SERVICE (Including shining except for rhodium finished and plated watches)

If a watch from this category must be returned to Customer Service International (Switzerland), please add 4 weeks.

Clocks 2'800.-  
Watches  
Quartz Basic 3'400.-  
Small complication(s) 4'500.-  
Chronograph 5'000.-  
Manual / Automatic Basic 4'700.- From 8 weeks  
Small complication(s) 5'200.-  
Chronograph 5'600.-  
Chronograph with small complication(s) 6'000.-  
Manufacture / Complication According to estimate

#### RESTORATION

If a watch from this category must be returned to Customer Service International (Switzerland), please add 4 weeks.

All types According to estimate From 12 weeks

### AESTHETIC OPERATIONS

RECOMMENDED RETAIL PRICE INTERVENTION LEAD-TIME (CLIENT - CLIENT)

#### POLISHING (Invoiced with complete service)

For steel or yellow/red gold watches Case 500.-  
Case and bracelet 950.- Included in service lead-time  
For rhodium finished or plated watches Case 1'700.-  
Case and bracelet 3'400.-

#### OTHER OPERATIONS

Engraving 360.- 1 to 2 weeks  
Standalone polishing, component exchange, ... According to estimate

#### CONTRIBUTION TO COST OF DIAGNOSIS

For refused estimates 200.-

#### RECOMMENDED RETAIL PRICES FOR STANDARD SERVICES INCLUDE:

- Administrative and technical work
- Components that shall be replaced systematically (e.g.: gaskets) or frequently (e.g.: screws, ...)

All other components are invoiced in addition.

#### TO DEFINE THE AGE CATEGORY OF A WATCH,

please check if the technical reference engraved on the watch case-back is indicated in the list of the technical references enclosed. If it is the case, the watch is considered as a "Contemporary" watch, if not, it is considered as a "Vintage" one.

# CUSTOMER SERVICE

## LEATHER STRAPS

	LINER	LENGTH	STITCHING	COLOR	STRAP MATERIAL	RECOMMENDED RETAIL PRICE
Basic price	Standard	Std / XL / XS	Machine-stitched	Baume & Mercier color chart*	Alligator	2'350.-
					Caïman / Ostrich	1'795.-
					Calfskin / Synthetic	1'105.-
					Nato	435.-
Extra cost					Linea: standard or wrap-around strap	345.-
					Hampton S / Promesse: wrap-around strap	
					<i>Alligator not available for wrap-around straps</i>	
					Hypoallergenic liner	210.-
				Special length (other than Std, XL, XS)	840.-	
				Hand-stitched	210.-	
Special order	Other characteristics					ON DEMAND

\* 48 materials/colors available

Any strap with other characteristics is considered as a special order.

## METAL BRACELETS & CLASPS

	SPECIFICATIONS	CONTEMPORARY COLLECTION		VINTAGE COLLECTION	
		STEEL	GOLD / TWO-TONE	STEEL	GOLD / TWO-TONE
Bracelets	Classima	2'700.-	On request	-	-
	Linea, Promesse (standard), Diamant, Ilea	3'800.-	On request		
	Hampton, Clifton	4'250.-	On request	-	-
	Capeland, Petite Promesse (wrap-around), others models (Riviera, Catwalk, Formula S,...)	4'650.-	On request	On request	On request

	SPECIFICATIONS	CONTEMPORARY COLLECTION		VINTAGE COLLECTION	
		STEEL	GOLD PLATED	STEEL	GOLD PLATED
Clasps	Pin buckle	380.-	510.-	680.-	890.-
	Adjustable folding clasp	1'100.-	1'530.-	1'900.-	2'630.-

