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After-sales: Operational flow

When a timepiece is submitted to the watchmaker, whether for servicing or a repair, it always follows the same steps in a specific logistical procedure.

This well-established operational flow, starting with receipt of the timepiece through to its return to the customer, ensures tracking and visibility at all times.

Logistical procedure chronology:

- **Initial contact:** By phone or e-mail, the customer (individual or company) and the watchmaker discuss and agree on whether the timepiece needs to be submitted.
- **Receipt:** The watchmaker receives the timepiece (by post or courier), with a delivery slip stating the customer's request.
- **Registration and acknowledgement:** The timepiece's identity and details are recorded. A photo and description (including the serial number) are sent to the customer by way of acknowledgement of receipt.
- **Packing:** The timepiece is dismantled, and all its parts are placed in a labelled repair box, with the reference information: date of receipt, customer, brand and the allocated tracking number.
- **Diagnostic:** Taking into account the customer's request, the watchmaker opens the timepiece and analyses it meticulously in order to make a precise diagnostic of the malfunction, and of the work required to resolve it.
- **Quote:** Based on the diagnostic, a quote is drawn up (containing a delivery time) and sent to the customer for approval. If it is refused, the timepiece will be returned; if it is accepted, the repair itself can begin.
- **Repair:** The repair defined under the quote is carried out (any additional work will be covered by a new quote).
- **Return:** The repaired and cleaned timepiece is packed properly for return to the customer.