

# KIKUCHI NAKAGAWA

## Order Information

### Order Process

1. Contact us from the form on our website to place an order. We need the deposit of 45% of the price to take your order. URL:<https://kikuchi-nakagawa.com>
2. When ordered, we will tell the estimated delivery time.
3. The rest 55% must be paid before shipping. It doesn't include the shipping fee and all taxes and/or duties required by customer country, that shall be carried by the customer. We will let customer know the shipping fee when orderd.

### Payment

We accept wire transfers to our company account. All prices are in USD.

### Cancel policy

We don't accept any cancel after payment of the deposit.

### Delivery

On delivery of the watch, we would like to ask to choose the delivery method by a courier with insurance or direct deliver by both Kikuchi and Nakagawa. We would also ask to burden at the expense of shipping charges if you choose the former or traveling cost if the latter.

### Warranty

All watches are guaranteed to be free from defects after purchase from the manufacturer. We guarantee to repair or replace any part that fails in the normal course of use, within 24 months from date of purchase. Customer is responsible for shipping costs. The scratch from the normal use is not included in the warranty and customer and has to be paid for refinishing. And this warranty does not apply to the scratch from the normal use, and damage, malfunction or degradation resulting from: abuse, or tampering, accident, alteration, improper use, negligence or vandalism, or from earthquake, fire, flood or other acts of God, damage from shipping.

### Overhaul process

1. Write us email to [info@kikuchi-nakagawa.com](mailto:info@kikuchi-nakagawa.com) .
2. The customer sends directly the watch to our atelier in Tokyo Japan for correction of the problem. Customer is responsible for shipping costs.
3. Every watch that is sent in for service is thoroughly inspected and tested for faults in case quality, movement works and overall appearance of the watch. And we will provide the estimation of the overhaul service. The overhaul fee will be decided according to the customer's choice of option service for example refinishing the case. The basic fee without refinishing the case is 500 USD (as of Sep.2018), and this fee can be changed without notice. Even if the overhaul service is not accepted, customer is responsible for shipping costs.
4. When all apparent problems are sorted out and corrected, the watch will be sent to the customer back immediately after the payment of the overhaul fee. As our policy, all original parts replaced belong to the customer and we return them to the customer.