

As the 2011 year comes to a close, S. Bacher & Company would like to inform you of some changes regarding our service centre and reiterate some of our policies.

New Service Centre Address (just around corner from our main offices)

8 Angus Crescent, Corner Guernsey Rd, Longmeadow Business Estate East, Modderfontein
(entrance on Guernsey Rd)

Warranties

Most S Bacher watches carry up to a 2 year guarantee against manufacturing faults and defects. Manufacturing defects are almost always limited to the watch movement and do not generally cover other elements of the watch – which include the glass, battery, strap, case etc. If unsure please contact repairs@sbacher.co.za to confirm.

Batteries are not covered under warranty. Stores are expected to be able to do simple battery replacements when needed. In requested, S Bacher will refund the cost of batteries replaced (not including labour) for batteries that have been replaced within 6 months of purchase. Proof will be required.

Queries/Tracking

Please direct all queries, complaints and correspondence to repairs@sbacher.co.za
All correspondence to this email gets tracked and queued systematically –and we have found it is the best way to handle our communications with our customers. Most replies are sent in a matter of hours.

Delivery Charges

As a general rule, S. Bacher cannot be held responsible for any delivery charges related to repairs or warranty claims. Non warranty deliveries will always be charged in full. To help customers with some of the delivery costs, we will be sending warranty jobs back to customers free of charge as long as the cost of delivery is less than R50. All warrant related delivery costs in excess of R50 will be for customer's account. We reserve the right to change this policy at any time. In addition, S Bacher reserves the right to deliver using any method available which may include the South African post office where appropriate. As always, customers are free to collect repairs directly from us.

Quotations for Repairs

S. Bacher has a set price list for all repairs and this should be used for any customer quotations. This can be obtained at <http://www.sbacher.co.za/customerService> under repair pricelist. You can also email repairs@sbacher.co.za to request the latest pricelist. ***S Bacher will not quote for specific repairs other than the luxury brands which are specified on the pricelist.***

Payments/Settlement Discounts

We will no longer be offering any settlement discount on repairs. The price on the pricelist is the amount that S. Bacher expects to receive. The repair centre is run as a separate business and cannot afford to fund delinquent customers. Account customers that overdue will immediately be put on hold and no future repairs will be done for the account in question.

As always, feel free to contact us if you have any question or concerns.

S Bacher & Company Service Centre