

# SHIPPING AND MERCHANDISE IN TRANSIT

RePLATEit.com, operated by Helvico Corp. ("RePLATEit"), shall bear no liability whatsoever for any loss, theft, damage, or misdelivery of items while in transit from the customer to RePLATEit. The customer acknowledges and agrees that all risk of loss during inbound shipment remains solely with the customer.

For merchandise or items shipped by RePLATEit back to the customer, RePLATEit's liability shall be strictly limited to the amount of insurance coverage provided by the shipping carrier or insurance provider selected by the customer from the shipping options offered and accepted at the time of shipment. Under no circumstances shall RePLATEit be responsible for any amount exceeding the insured value.

Important Notice: The customer must accurately declare the contents of any shipment sent to RePLATEit by stating on the customs declaration form: "Watch cases and parts to be restored and returned." Failure to provide this declaration may result in import duties or other governmental charges being assessed to RePLATEit. In such cases, the customer agrees to reimburse RePLATEit for all such charges, as well as any additional administrative fees and any delays that may arise as a result of improper or incomplete customs documentation.

## TURNAROUND TIMES AND TIME-SENSITIVE PROJECTS

It is the strict policy of RePLATEit.com, operated by Helvico Corp. ("RePLATEit"), that no rush orders, expedited services, or deadline-based requests will be accepted under any circumstances. The customer acknowledges and agrees that the restoration of vintage or previously used items is an inherently time-consuming process. In order for RePLATEit to maintain competitive pricing and high-quality workmanship, the customer must allow the time reasonably required to complete the restoration.

Any turnaround times provided by RePLATEit are estimates only and shall not be construed as guaranteed completion or delivery dates. Such estimates are based on average processing times and are subject to variables beyond RePLATEit's control. The customer understands that patience is required throughout the restoration process.

If the customer believes that their project is time-sensitive or requires completion by a specific date, the customer is advised not to submit the project, as RePLATEit is unable to accommodate any time-dependent or deadline-driven requests.

Submission of a project constitutes the customer's acknowledgment and acceptance of this policy. RePLATEit appreciates the customer's cooperation and understanding.

## REFINISHING RESULT

### **1. Condition of Items and Variability of Results**

The Client acknowledges that all restoration, refinishing, and re-plating results are inherently dependent on the pre-existing condition, age, material composition, structural integrity, and physical characteristics of the item submitted. The Service Provider makes no warranties, express or implied, that any item will be restored to its original factory condition or to any specific aesthetic outcome.

## **2. Scope of Services and Professional Discretion**

The Service Provider will exercise reasonable skill and professional judgment to restore or refinish the item to the closest achievable approximation of its original appearance. Certain finishes, textures, or manufacturing techniques may not be reproducible. In such cases, the Service Provider shall apply the finish that, in its sole discretion, is most appropriate based on the item's condition and structural integrity.

## **3. Right to Decline or Modify Work**

If, in the Service Provider's professional judgment, a requested finish or procedure will not yield an acceptable or aesthetically suitable result, the Service Provider reserves the right to decline performing that specific work. The Client acknowledges that many decisions regarding restoration and refinishing must be made in real time during the process, and the Service Provider is authorized to make such decisions without prior consultation.

## **4. Acceptance of Terms as Condition of Service**

Submission of any item for restoration, refinishing, or re-plating constitutes the Client's acceptance of these terms, including the Service Provider's discretion to determine the most appropriate methods and finishes.

## **5. Determination of Refinishability**

The Service Provider retains the exclusive right to determine whether any watch case, watch part, or other item is suitable or worthwhile for refinishing. While the Client may have personal reasons for requesting refinishing, the final determination of feasibility rests solely with the Service Provider.

# **GASKETS, SEALS, CRYSTALS & SPRINGS**

The customer is required to remove all gaskets, including but not limited to metal, rubber, and Delrin seals, as well as all springs of any type, including bezel springs, prior to submitting any items to RePLATEit.com, operated by Helvico Corp. ("RePLATEit"). These components are susceptible to damage or loss during the refinishing and re-plating process. RePLATEit expressly disclaims all responsibility and liability for any damage to or loss of such gaskets or springs, particularly those that are aged, worn, cracked, or otherwise compromised. Customers are advised to remove these components carefully before shipment. If the customer is unable to safely remove them, the customer should seek assistance from a qualified professional watchmaker.

The customer must also remove all crystals from the watch case and case back prior to submitting any items for service. RePLATEit assumes no liability for any crystals that are damaged or lost during the refinishing or re-plating process. Additionally, the presence of a crystal may impede the refinishing process and prevent RePLATEit from achieving optimal results.

# **CASE TUBES**

The customer acknowledges and agrees that case tubes left installed on watch cases—particularly screw-down tubes such as those used on Rolex-style cases—may be adversely affected during the refinishing and re-plating process. Despite RePLATEit.com, operated by Helvico Corp. ("RePLATEit"), exercising reasonable care and taking all practical precautions, such components may require replacement following completion of the service.

For this reason, RePLATEit strongly recommends that all case tubes be removed prior to submitting any watch case for refinishing. Removal of the case tube helps ensure a higher-quality refinishing result and reduces the risk of damage to the tube itself.

RePLATEit expressly disclaims all responsibility and liability for any damage, deformation, loosening, wear, or functional impairment of case tubes that remain installed on the case during processing. Any case tube left on the case is submitted entirely at the customer's own risk, and the customer agrees that RePLATEit shall not be liable for repair, replacement, or associated costs.

RePLATEit further reserves the right to refuse service, halt work, or return items unprocessed if the presence of a case tube interferes with the refinishing process or presents a risk of damage to the case or equipment. Any additional fees, delays, or replacement costs arising from non-removal of the case tube shall be the sole responsibility of the customer.

Submission of any item for refinishing constitutes the customer's acknowledgment and acceptance of these terms.

## WATCHES SENT COMPLETE

RePLATEit.com, operated by Helvico Corp. ("RePLATEit"), shall not be held liable under any circumstances for any mechanical issues, malfunctions, damage, or failures affecting watch movements or other internal components that occur during transit, handling, inspection, or disassembly when a watch is shipped to RePLATEit in complete form contrary to the instructions provided. The customer expressly acknowledges that all watches must be submitted fully disassembled, with the movement and all internal mechanical components removed prior to shipment.

Any customer who ships a complete watch, or any watch containing a movement or internal mechanism, assumes all risks associated with mechanical damage, including but not limited to issues arising from shipping conditions, prior wear, age-related deterioration, or disassembly performed by RePLATEit's watchmaker solely for the purpose of accessing refinishing components.

The customer further agrees that:

- RePLATEit does not provide mechanical servicing, repair, or diagnostic services unless expressly agreed to in writing.
- RePLATEit shall not be responsible for identifying, correcting, or compensating for pre-existing mechanical defects or latent issues discovered during disassembly.
- Any additional labor, replacement parts, or watchmaker services required to re-assemble the watch or address mechanical problems—whether pre-existing or arising during the refinishing process—shall be the sole financial responsibility of the customer.
- RePLATEit reserves the right to halt work, return the watch unprocessed, or charge additional fees if the presence of a movement or other internal components interferes with the refinishing process or creates a risk of damage.

Submission of any item for refinishing constitutes the customer's acknowledgment and acceptance of these terms, including all associated risks and responsibilities.

## RE-ASSEMBLY OF WATCHES AFTER REFINISHING

The customer acknowledges and agrees that, upon completion of the refinishing process, certain components may require minor adjustments, fitting, or alignment during re-assembly. Due to the individualized nature of vintage and pre-owned watch components—and the fact that refinishing is

not a standardized production process—RePLATEit.com, operated by Helvico Corp. (“RePLATEit”), cannot guarantee that all parts will re-assemble without the need for such adjustments. RePLATEit will exercise reasonable care and skill when refinishing components; however, the customer understands that variations in age, wear, prior repairs, manufacturing tolerances, and pre-existing defects may affect how parts fit together after refinishing. The customer agrees that these conditions are inherent to the restoration process and do not constitute negligence, defect, or improper workmanship by RePLATEit.

The customer further acknowledges that:

- Any adjustments required during re-assembly are the responsibility of the customer or their chosen watchmaker.
- RePLATEit does not perform mechanical re-assembly, fitting, or watchmaking services unless expressly agreed to in writing.
- RePLATEit shall not be liable for any additional labor, watchmaker fees, or costs incurred by the customer in connection with re-assembly or post-refinishing adjustments.
- RePLATEit reserves the right to refuse or discontinue work on items that exhibit structural issues, excessive wear, or incompatibilities that may prevent proper re-assembly.

Submission of any item for refinishing constitutes the customer’s acknowledgment and acceptance of these conditions. The customer’s cooperation and understanding are essential to ensuring a successful restoration outcome.

## PAINTED, PRINTED AND OTHER COLORED SIMILAR PARTS

The customer is required to remove all printed, painted, colored, coated, or otherwise surface-treated components from any items submitted to RePLATEit.com, operated by Helvico Corp. (“RePLATEit”), prior to shipment. This requirement includes, but is not limited to, bezel inserts, dial rings, painted or printed crystals, components bearing stickers or decals, and any part featuring applied paint, ink, lacquer, enamel, or similar finishes.

While RePLATEit will exercise reasonable care during the refinishing and re-plating process, the customer acknowledges and agrees that such finishes are inherently vulnerable to damage, alteration, or removal during processing. RePLATEit expressly disclaims all responsibility and liability for any loss, damage, degradation, or removal of printed, painted, colored, or otherwise treated surfaces that remain on items submitted for service.

The customer further understands that failure to remove these components may impede the refinishing process, limit the quality of the final result, or prevent RePLATEit from performing the requested work. RePLATEit reserves the right, at its sole discretion, to refuse service, halt work, or return items unprocessed if such components are not removed prior to receipt. Any additional shipping costs, handling fees, or delays resulting from non-compliance shall be the sole responsibility of the customer.

Submission of items for service constitutes the customer’s acknowledgment and acceptance of this policy and all associated risks.