FREDERIQUE CONSTANT
GENEVE

eWARRANTY

USER GUIDE

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Frederique Constant has implemented a fully digital International Warranty activation system, designed to simplify and streamline the warranty registration process.

The system is accessible worldwide through a dedicated mobile application, available on iOS and Android, or via a dedicated website.

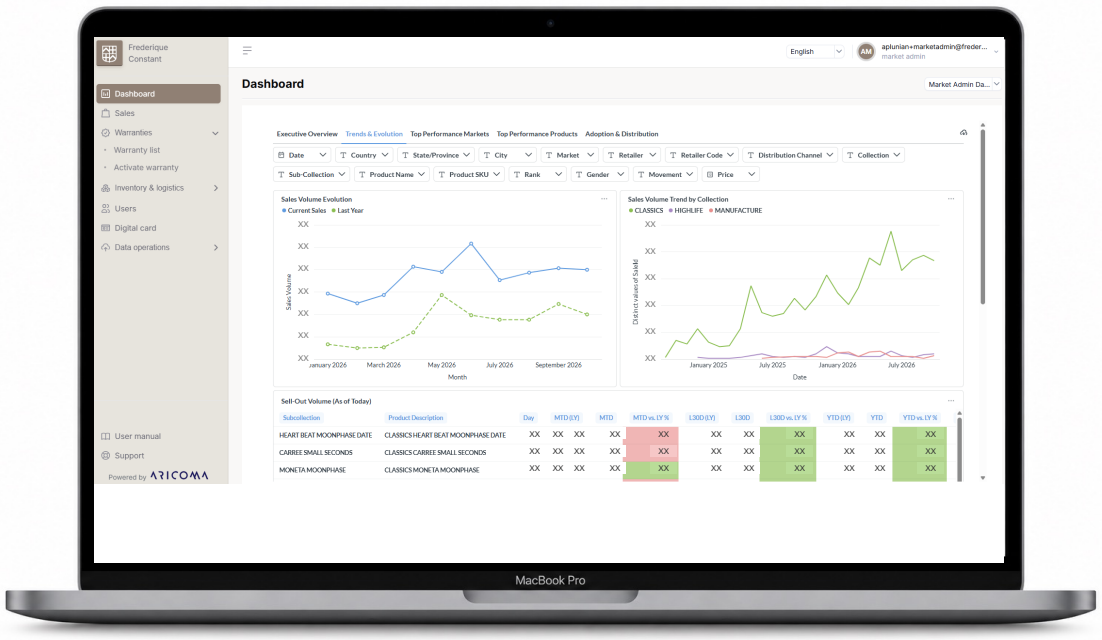
Each watch is accompanied by a warranty card featuring a unique QR code and identification number. At the time of purchase, the retailer must activate the International Warranty online by scanning the QR code or entering the unique number through the website or mobile application.

The activation process is designed to be simple, intuitive and user-friendly, ensuring a smooth experience for both retailers and customers. The following pages provide a detailed overview of the system, including step-by-step instructions on how to activate the International Warranty.

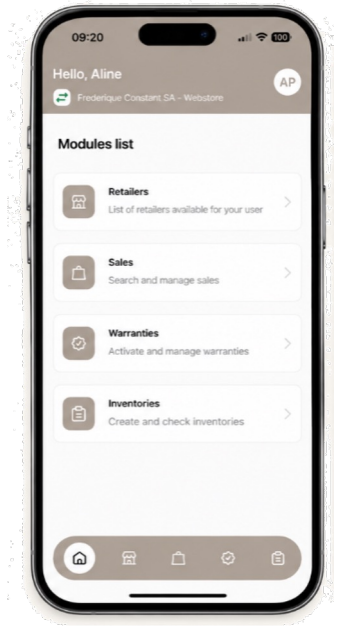
Please note that warranty activation at the time of purchase is mandatory. Only watches with a successfully activated online warranty are covered by the Frederique Constant International Warranty.

We thank you for your continued cooperation and commitment to ensuring the correct implementation of this process.

The Frederique Constant eWarranty solution consists of a web application and a mobile application.



https://ewarranty.frederiqueconstant.com/



Frederique Constant eWarranty

WARRANTY CARD

If you still have any old warranty cards in stock, please replace the old warranty cards of your current gift boxes stock with the new ones.

OLD CARD – DO NOT USE ANYMORE



NEW CARD



Please continue to fill out the certificate of authenticity during any sale with the reference, serial number, date of purchase and stamp of your store.

This card will not be considered a warranty, but completes your sale.



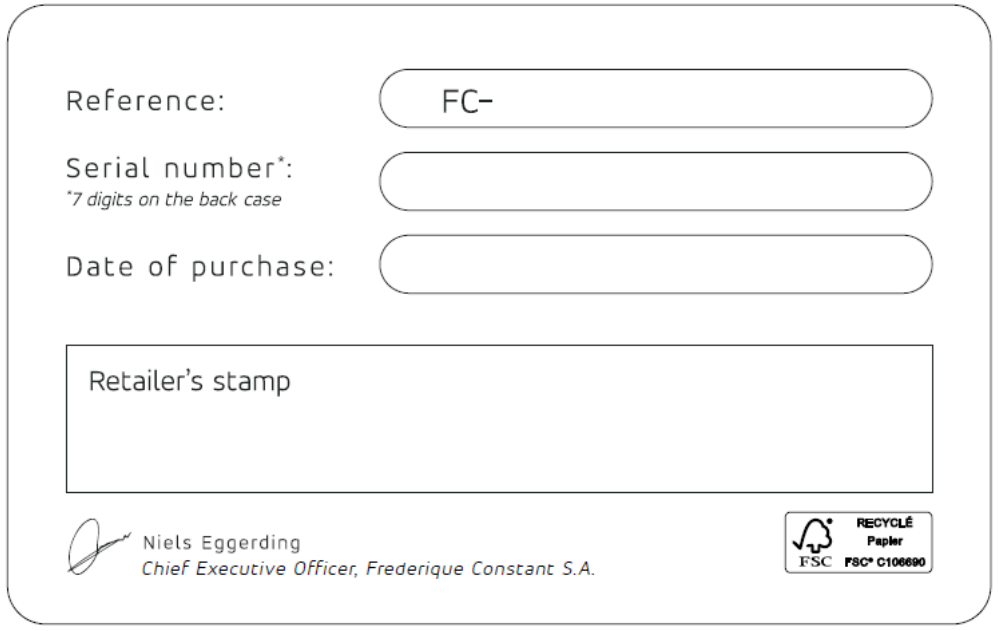
FREDERIQUE CONSTANT
GENEVE

CERTIFICATE OF
AUTHENTICITY

This certificate attests that your timepiece has been hand-assembled and controlled in our workshops, by watchmakers expert to meet the highest quality standards.

In compliance with EU Directive 2002/96/CE, any parts of quartz watches should be disposed of at a DEEE/WEEE registered recycling organization. Please contact your Frederique Constant distributor.

CE



Reference: FC-

Serial number*:
*7 digits on the back case

Date of purchase:

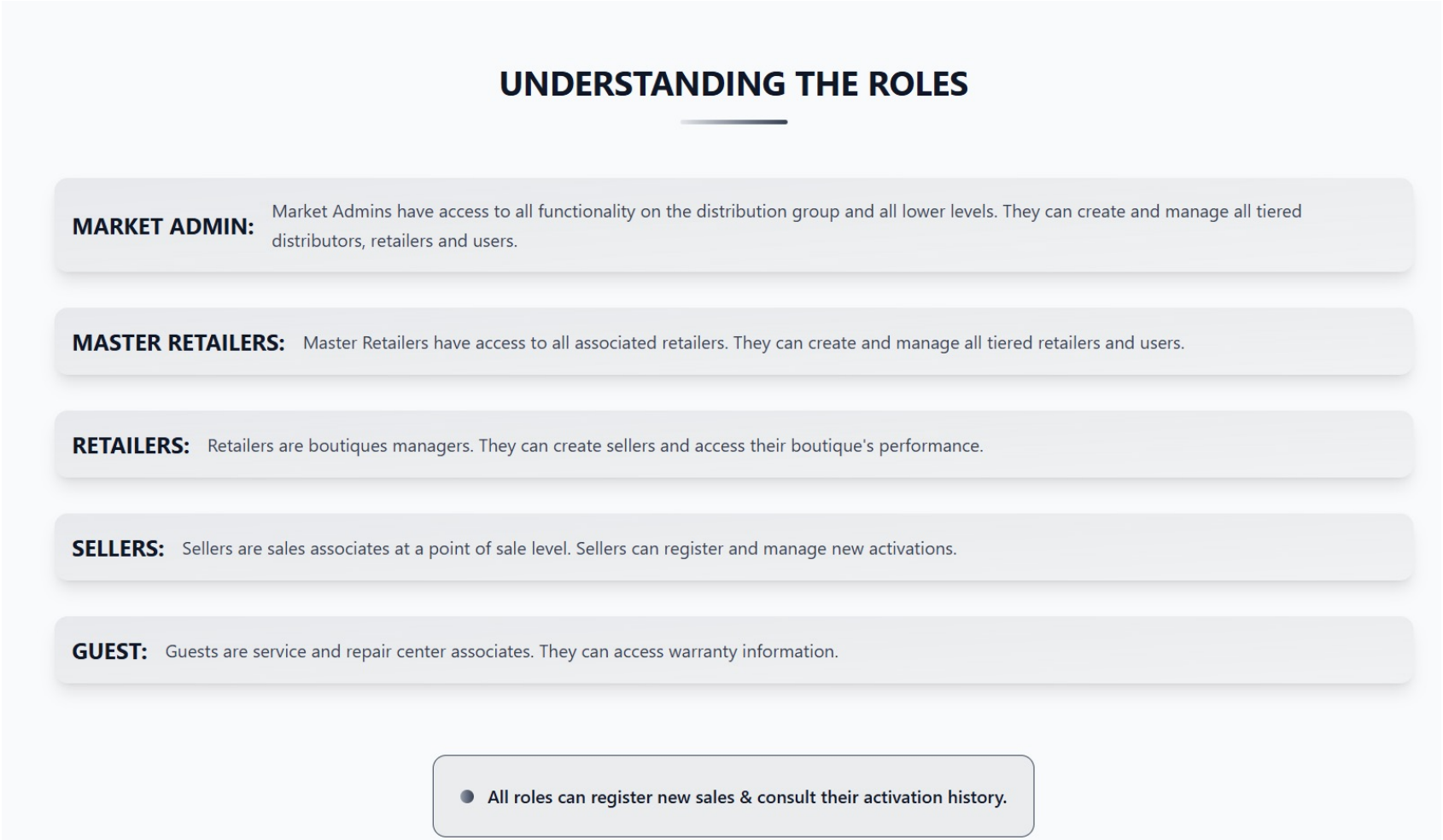
Retailer's stamp

Niels Eggerding
Chief Executive Officer, Frederique Constant S.A.

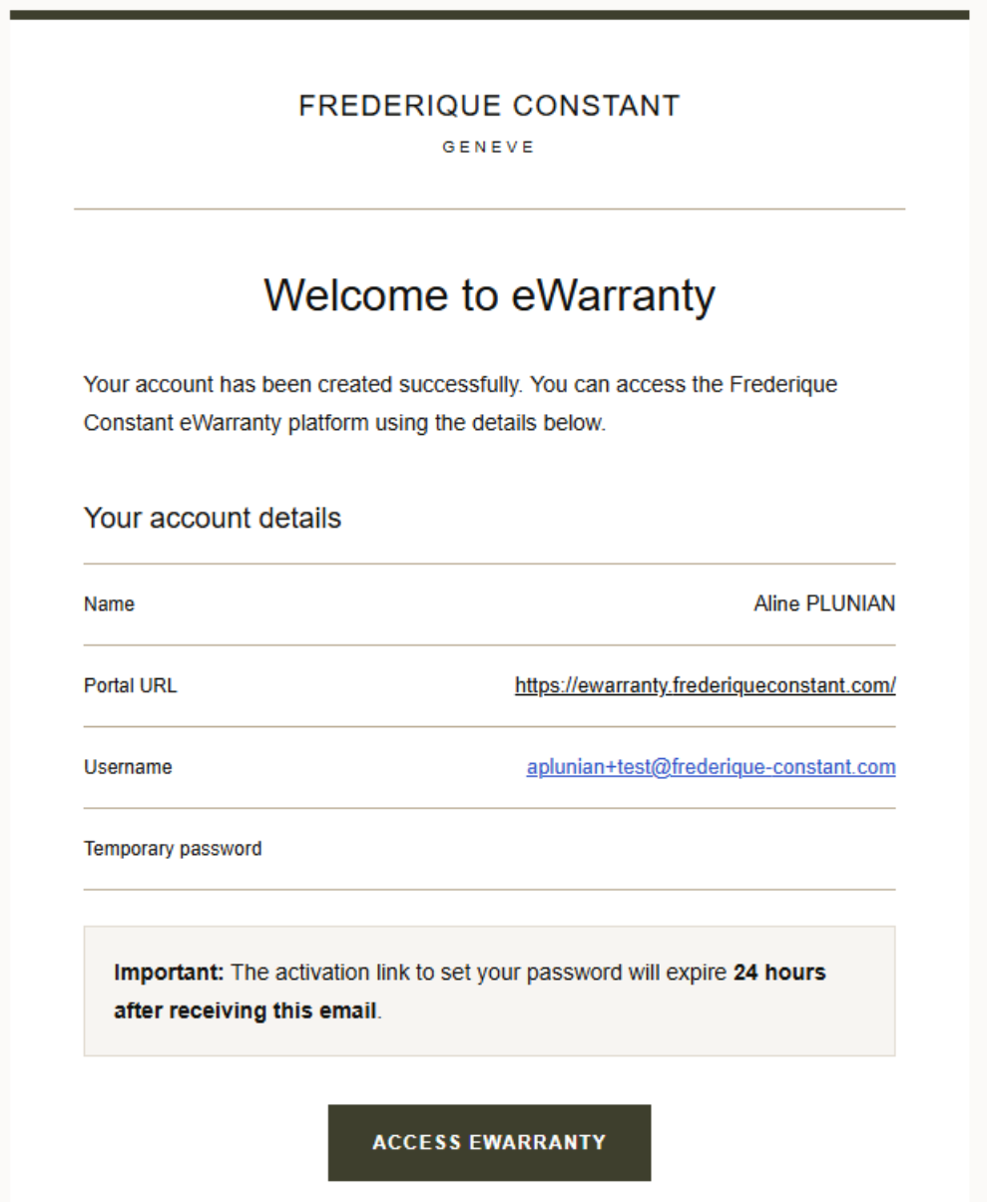
RECYCLÉ Papier
FSC FSC® C106690

USER ENROLMENT

Each user must be created in Frederique Constant Retailer Locator by the market admin.
The roles defined below are available.
If your role does not match your position, please contact your Sales Representative.



Once created in Frederique Constant Retailer Locator, the user will receive an automatic email from no-reply@ewarranty.frederiqueconstant.com with their login ID within one hour.



FREDERIQUE CONSTANT

GENEVE

Welcome to eWarranty

Your account has been created successfully. You can access the Frederique Constant eWarranty platform using the details below.

Your account details

Name	Aline PLUNIAN
Portal URL	https://ewarranty.frederiqueconstant.com/
Username	aplunian+test@frederique-constant.com
Temporary password	

Important: The activation link to set your password will expire **24 hours after receiving this email**.

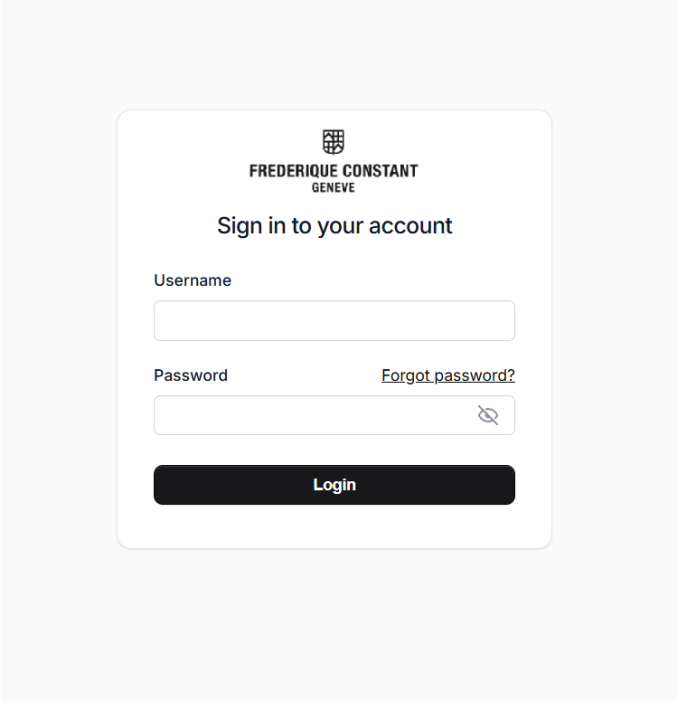
ACCESS EWARRANTY

SIGN-IN

Connect on

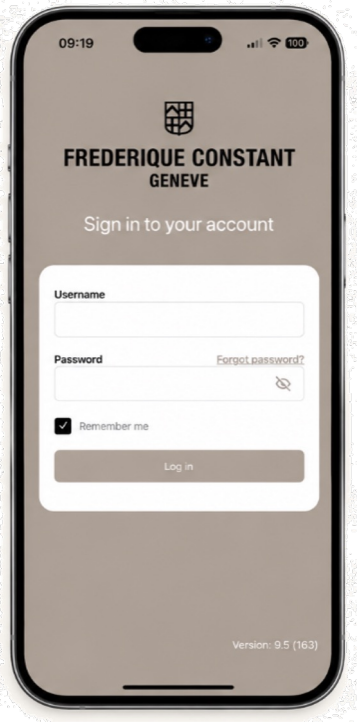
https://ewarranty.frederiqueconstant.com/

to access the web app



OR

Sign-In via Mobile App



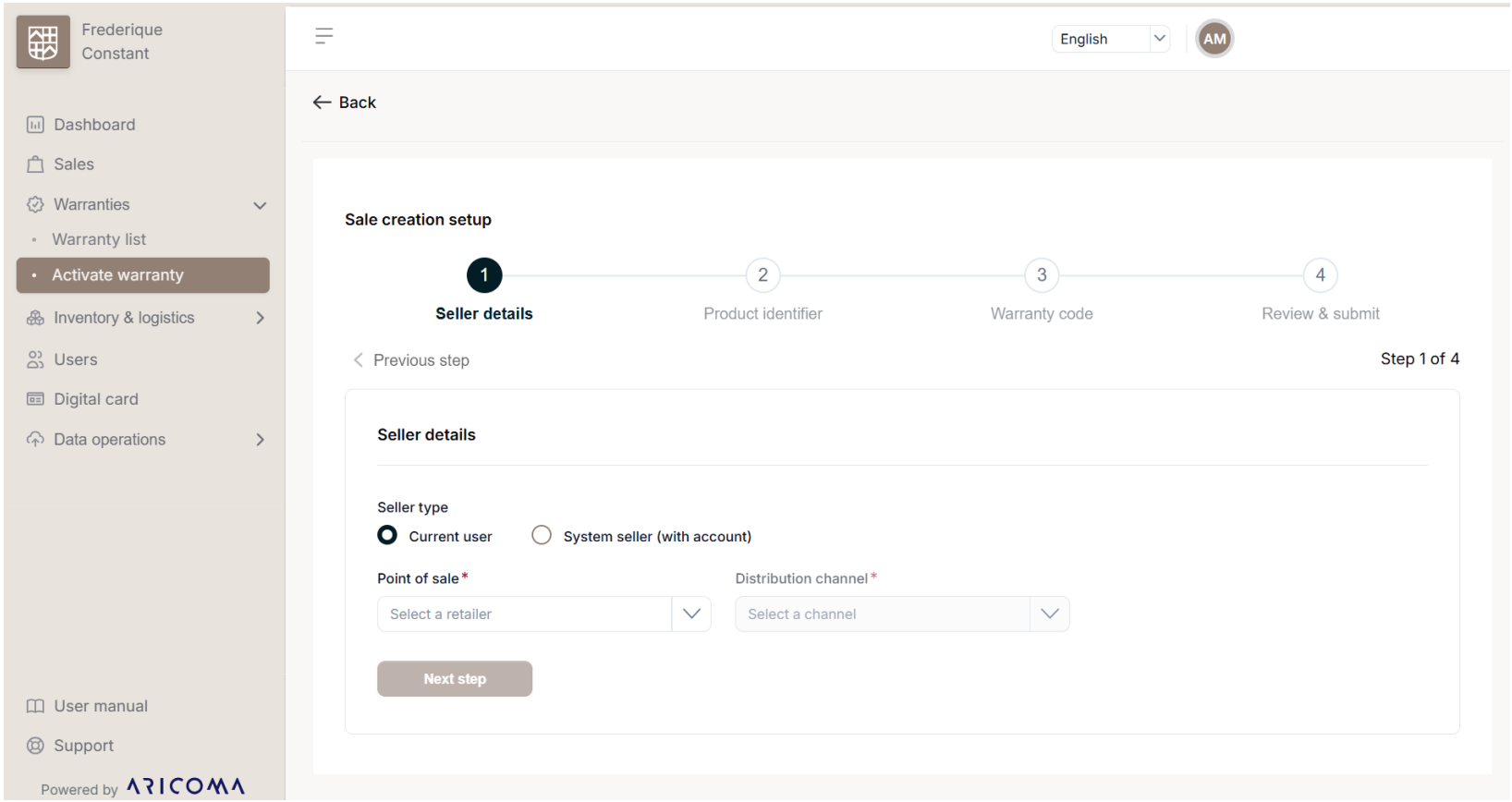
WARRANTY ACTIVATION PROCESS TWO OPTIONS

VIA THE WEB APP

Go to ACTIVATE WARRANTY menu.

Click on “**Current user**”* if you made the sale yourself, or on “**System seller (with account)**”* if the sale was made by someone else.

Select the store where the watch is sold.

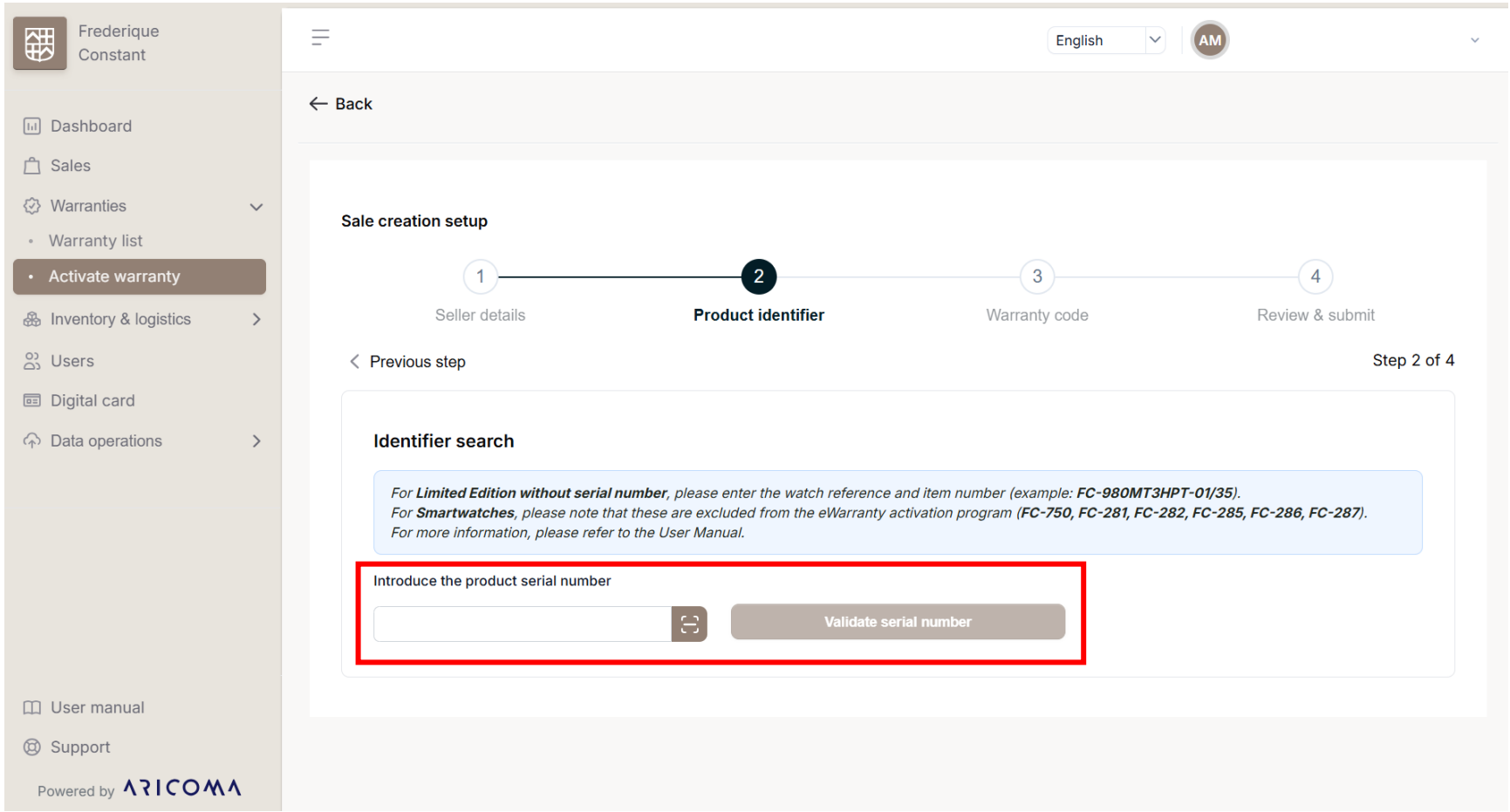


**Definition :*

Current User: The sale is automatically assigned to the user who is currently logged into the portal or mobile app.

System Seller : This option allows the sale to be assigned to a different user, rather than the one currently logged in.

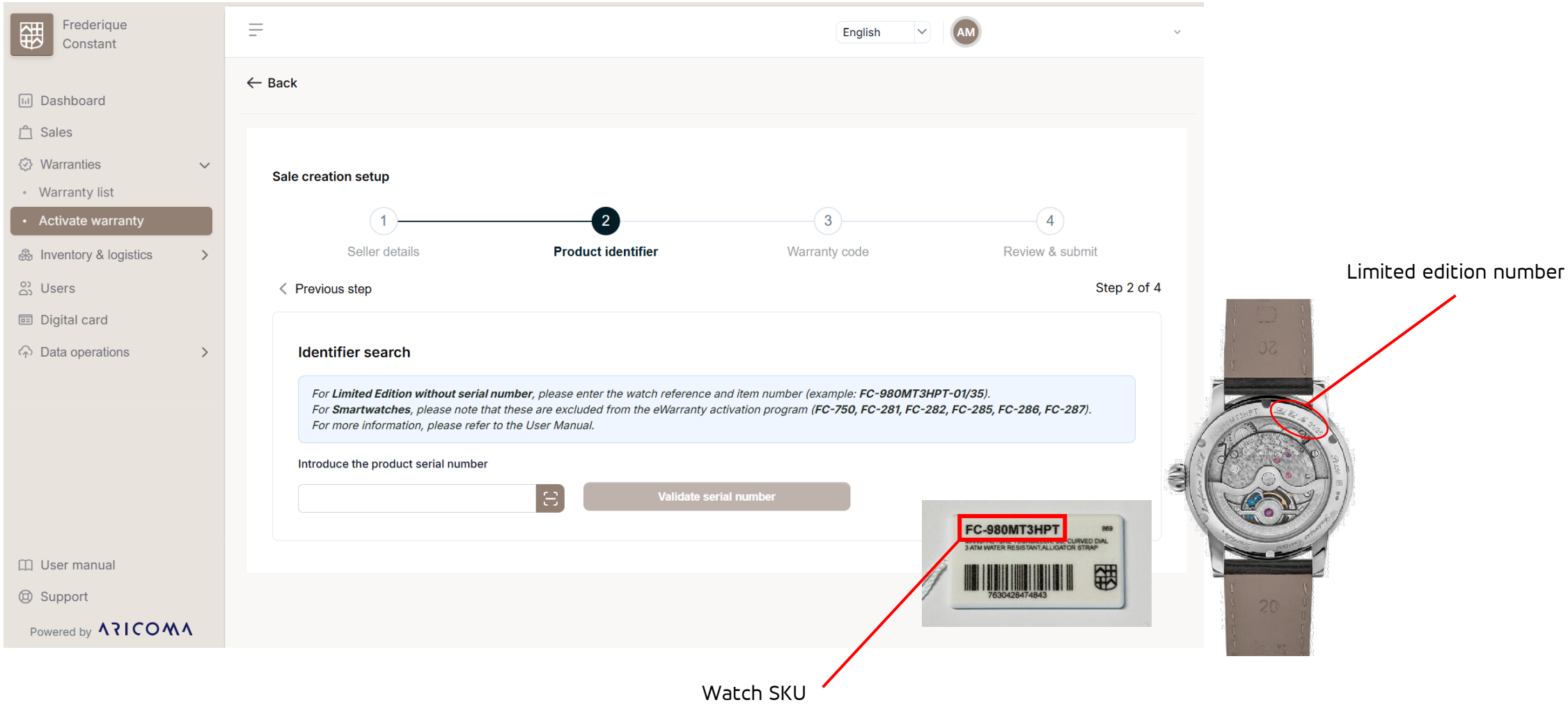
Enter the product Serial Number and click "Validate serial number".



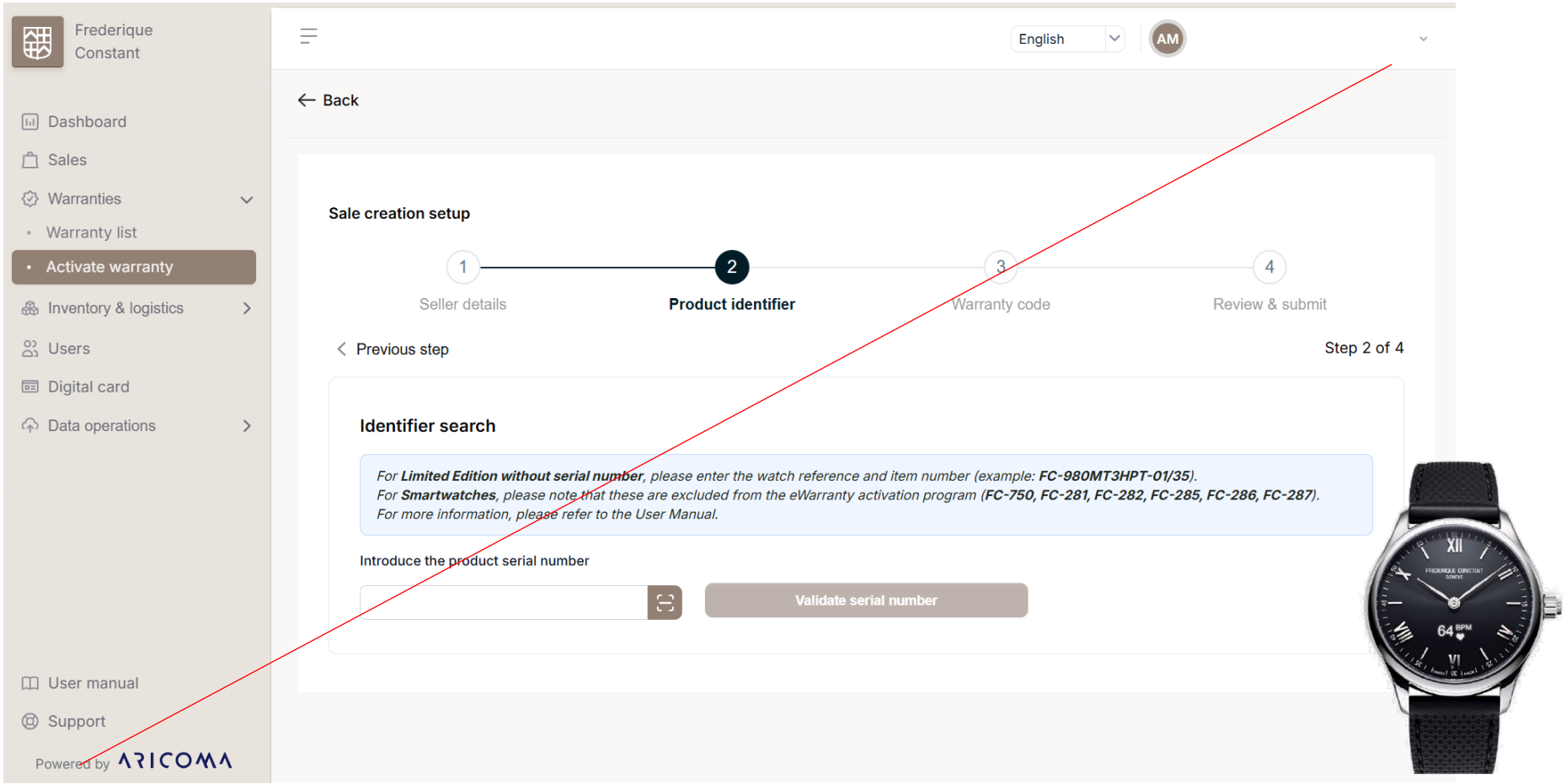


For a Limited Edition without a serial number, please enter the watch SKU and the limited edition number :

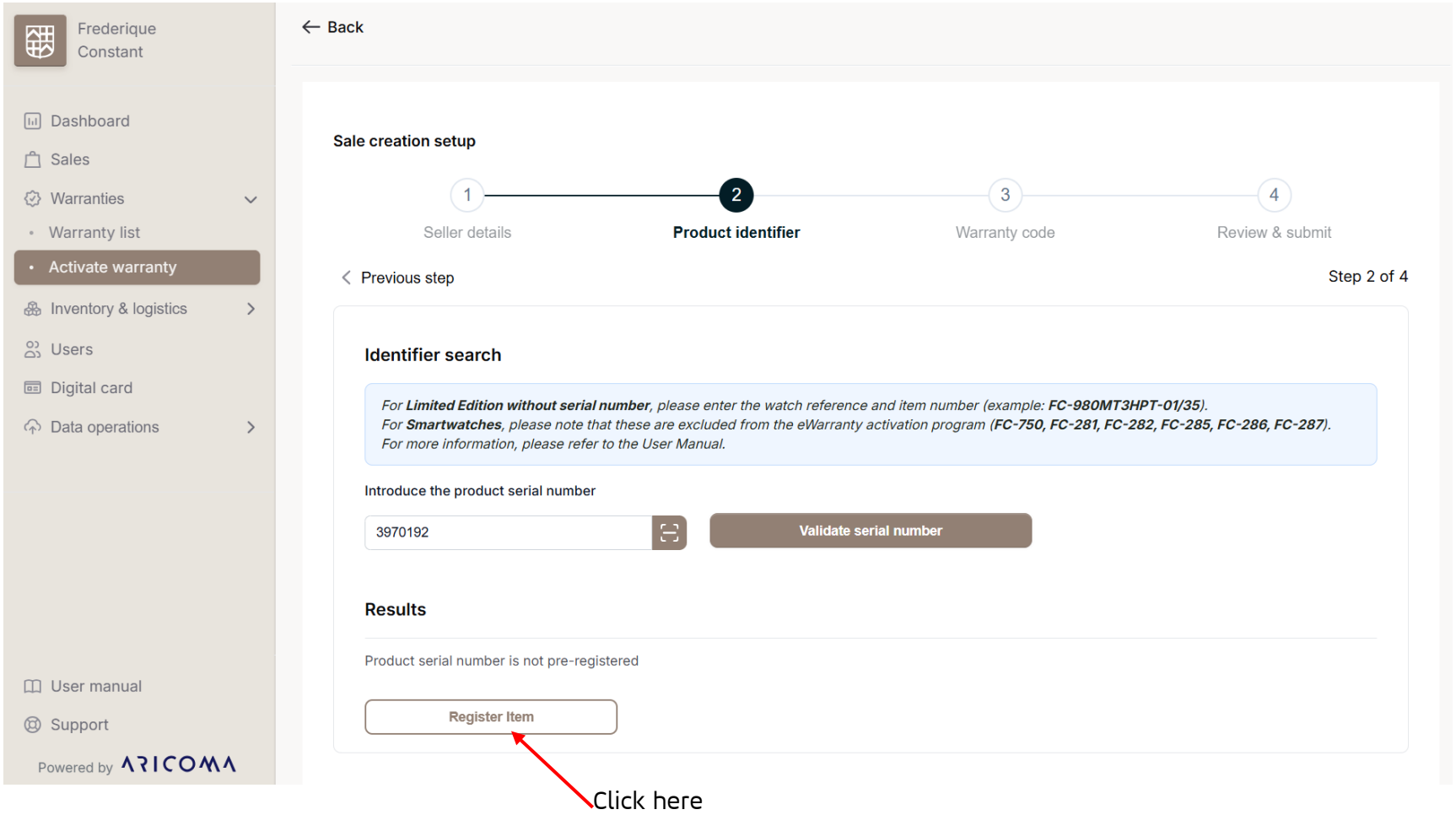
(example: FC-980MT3HPT-01/35).



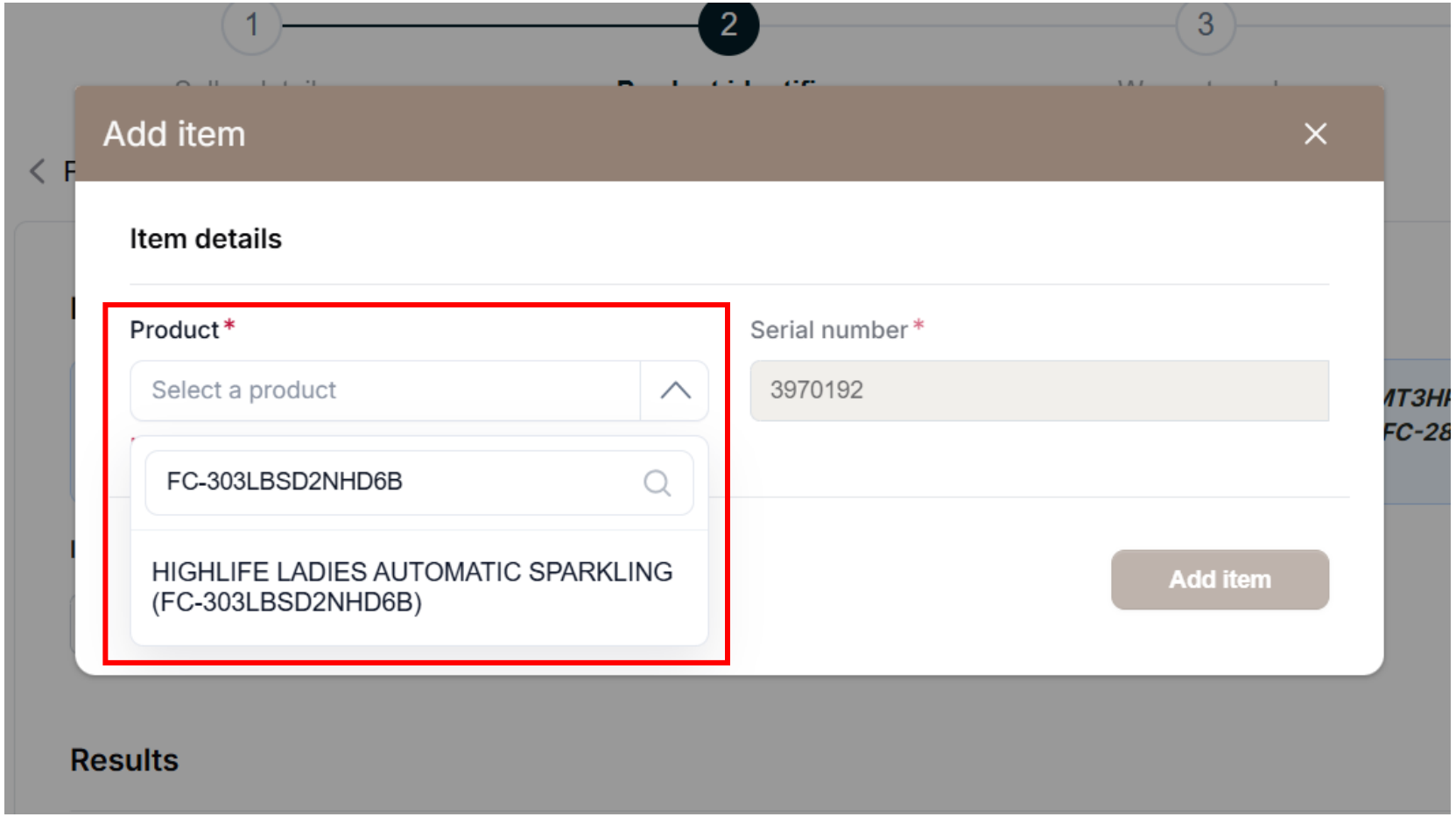
For smartwatches, please note that they are excluded from the electronic warranty activation program (FC-750, FC-281, FC-282, FC-285, FC-286, FC-287).



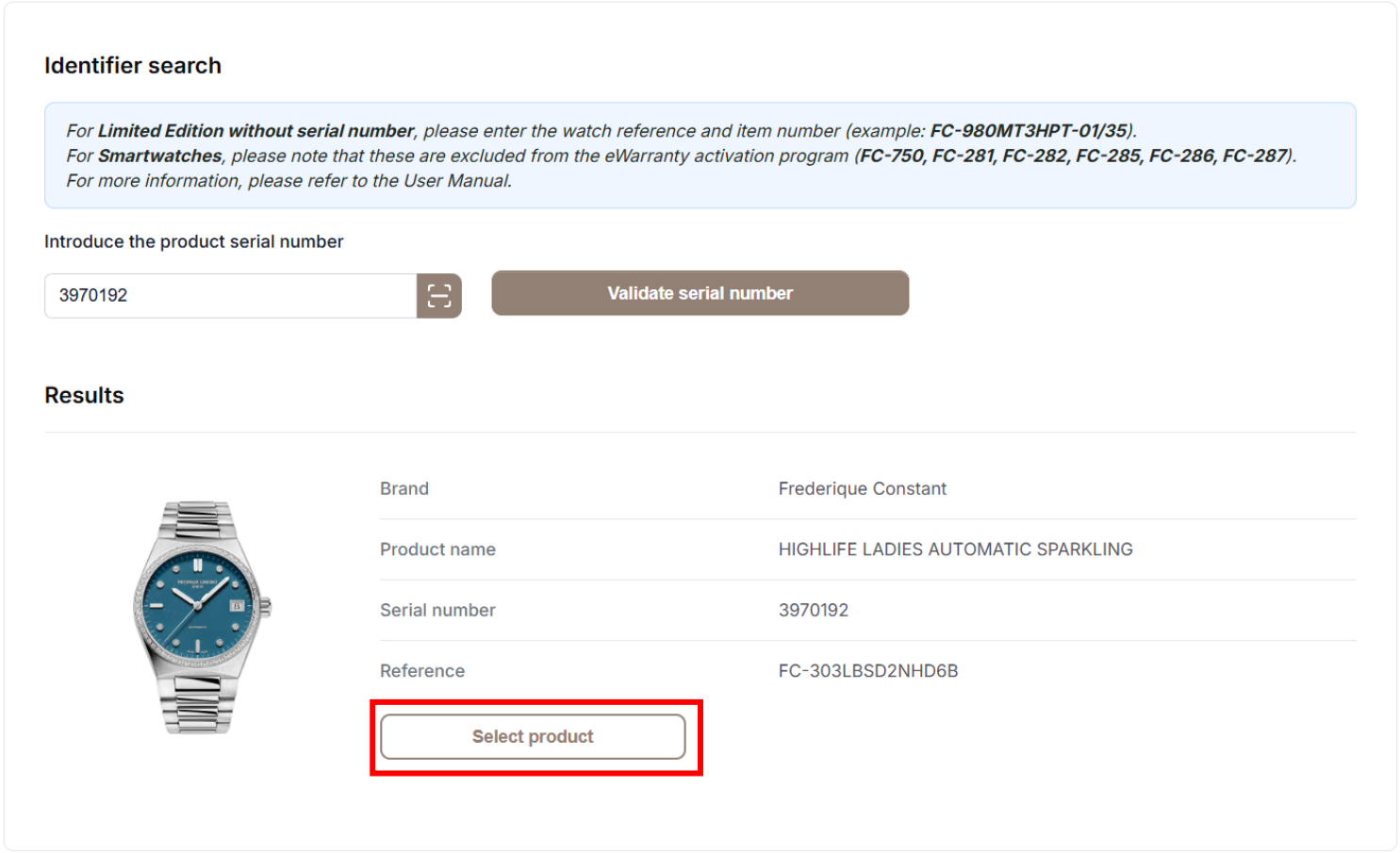
If the serial number is not **pre-registered** in the system (the system does not recognize it), either the user rechecks the code entered (possible error), or the user has the possibility of recording this number by associating it with the appropriate SKU.



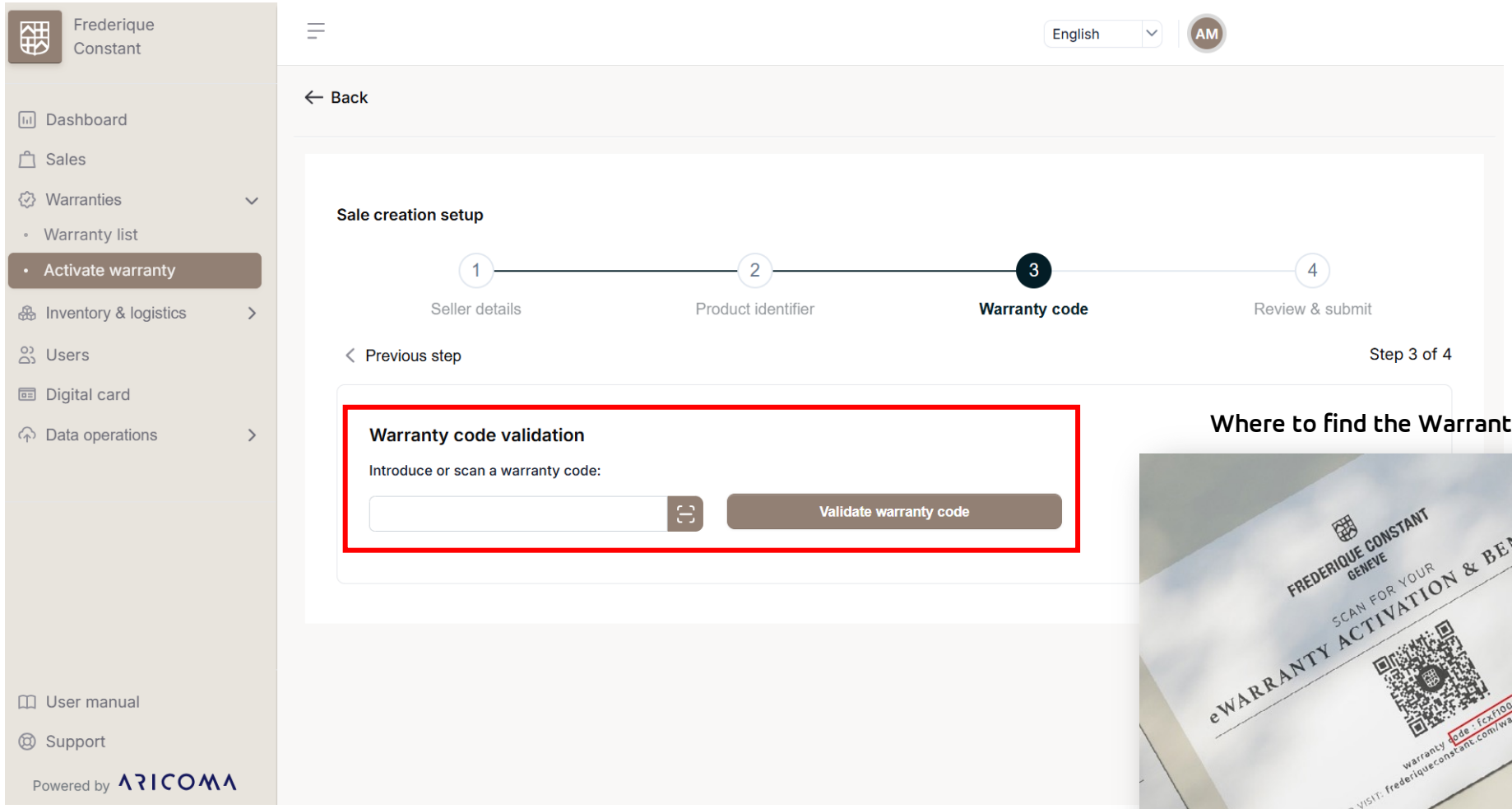
Enter the watch SKU in the search bar, then select the corresponding product and click on “Add item”.



Verify the information displayed and click "select product".



Enter the warranty code printed on the warranty card and click on «Validate warranty code» button.

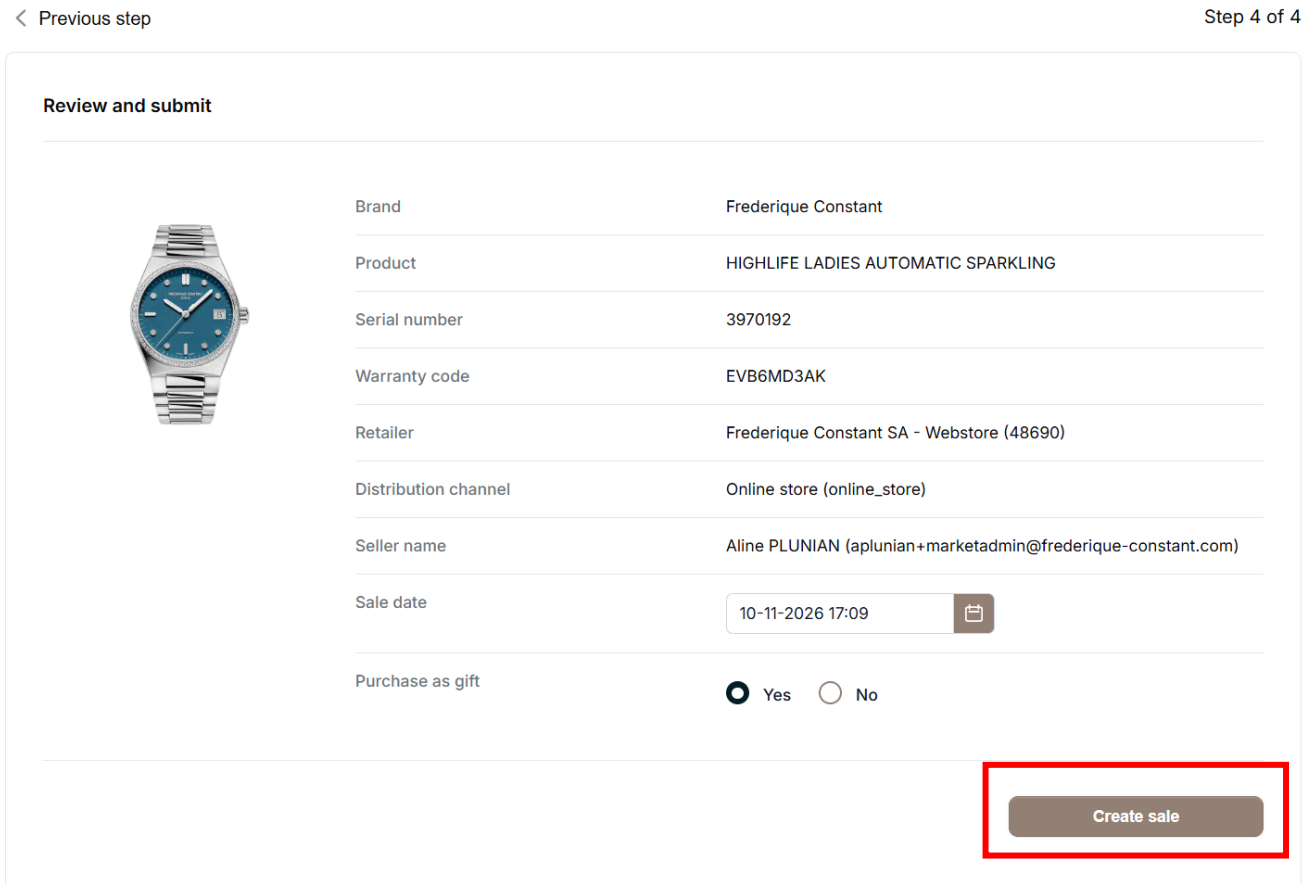


Where to find the Warranty Code

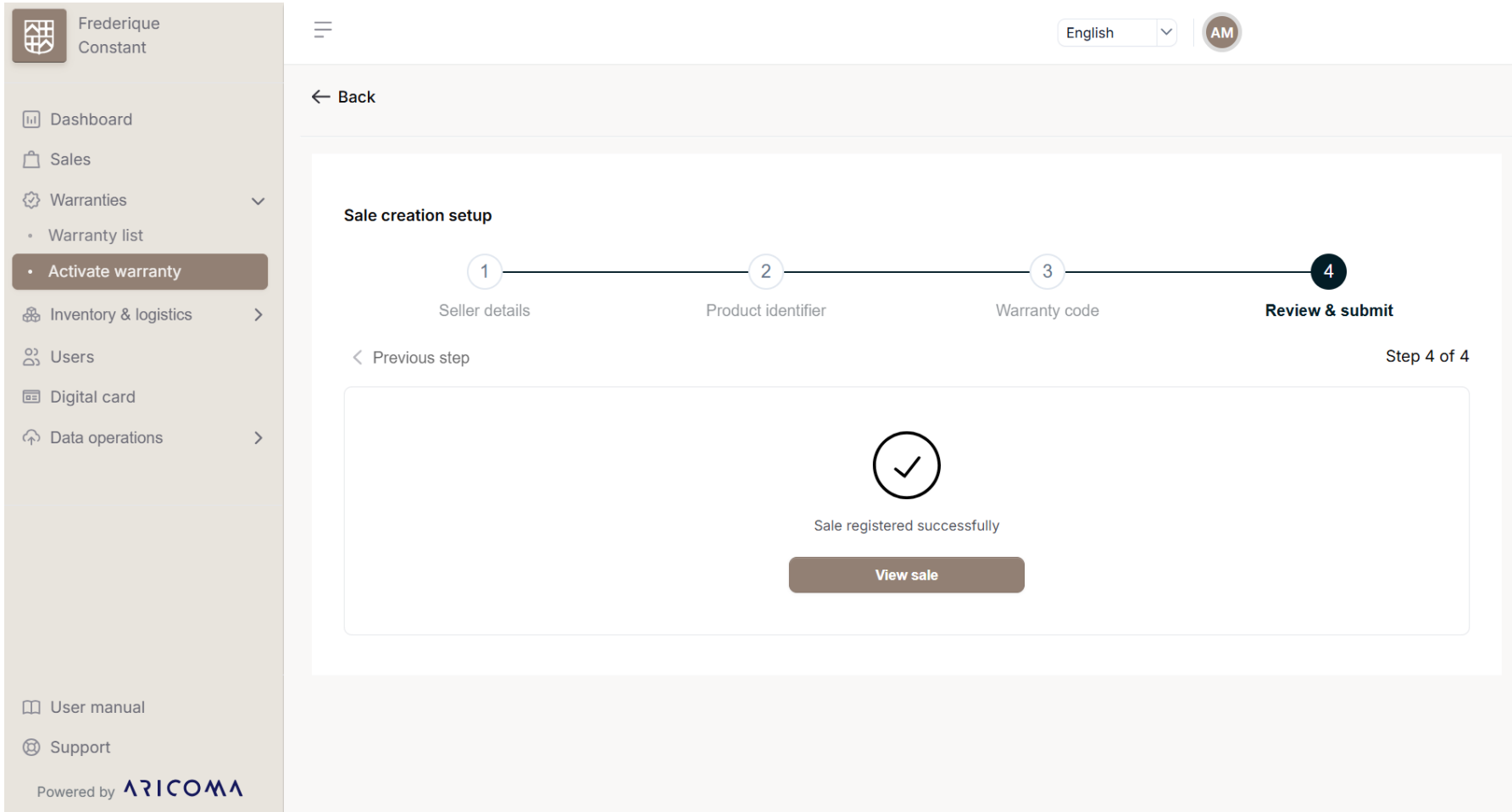
Verify the information : The SKU, the Serial number and the Warranty code.

Select “Yes” or “No” to indicate whether the watch is being purchased as a gift.

If correct, click on the “Create sale” button.



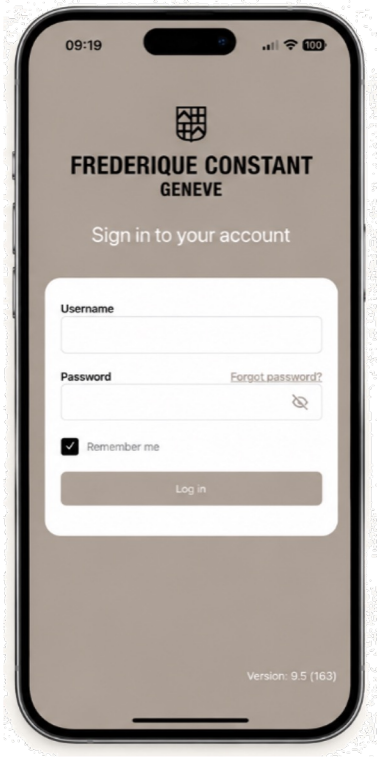
The 2-year international warranty is activated.



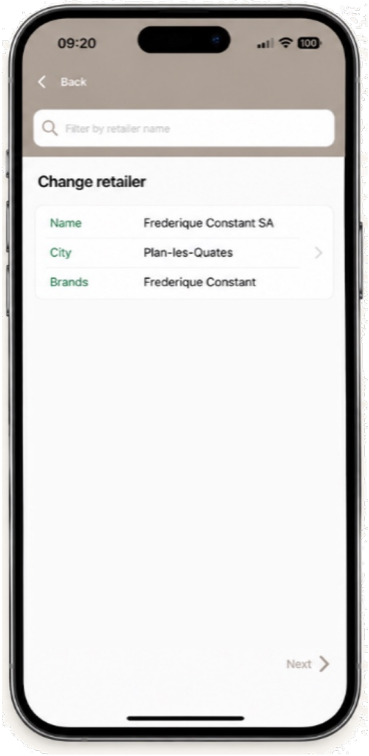
VIA THE MOBILE APP

Frederique Constant eWarranty is available on the App Store and Google Play.

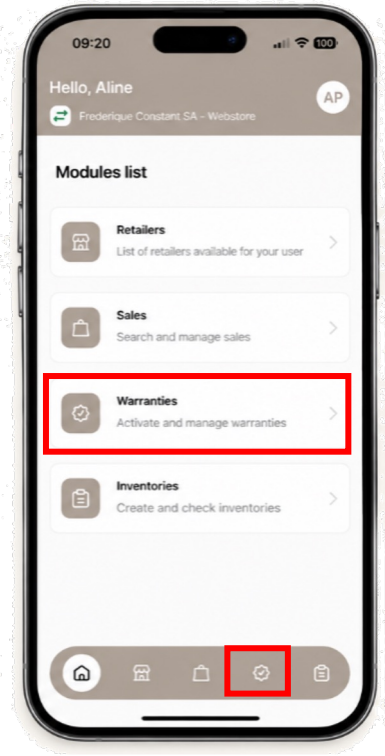
1. Log in



2. Select your POS

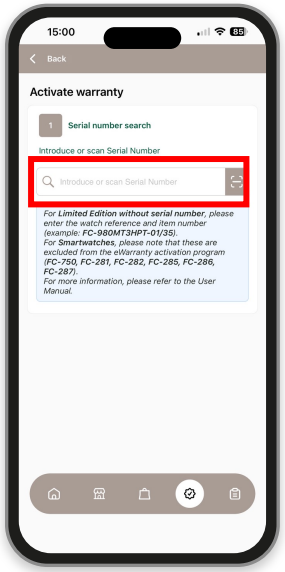


3. Click on
“Warranties” button

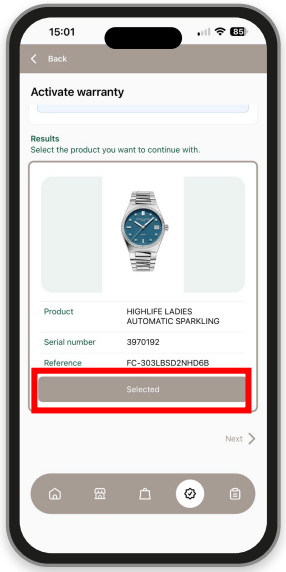




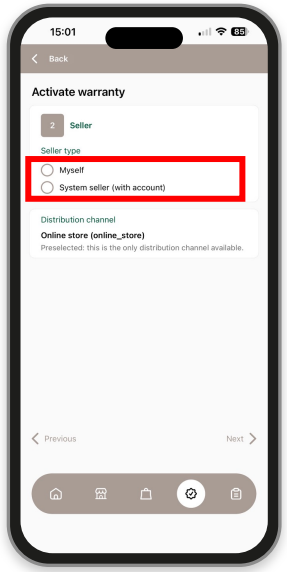
4. Scan or enter the serial number of the watch.



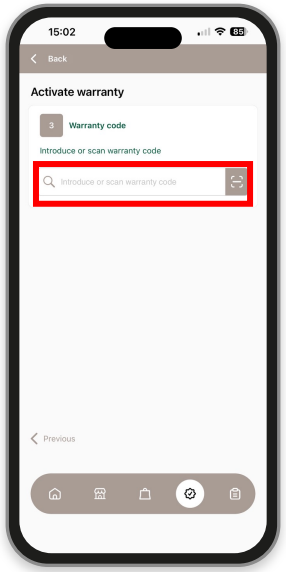
5. Verify the information displayed and click "selected".



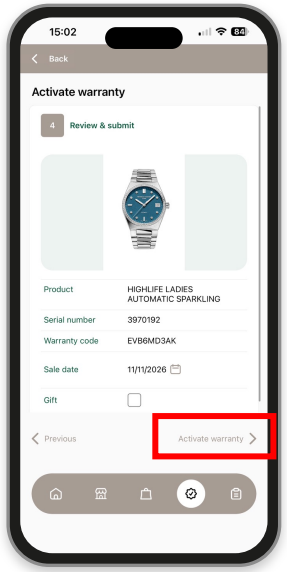
6. Click on “Myself” if you made the sale, or on “System seller (with account)” if the sale was made by someone else.



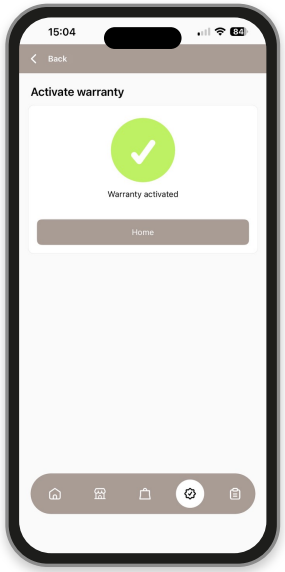
7. Scan or enter the warranty card code



8. Verify the information and click on “Activate warranty” button



9. You are done with the warranty activation



Option 2 : **Scan it**

You can scan the QR code that is stuck on the watch case back (this QR code contains the serial number information)

Option 1 : **Enter it manually**

You can enter the watch serial number manually.

Where to find the serial number ?

Option 1 : **Scan it**

You can scan the QR code that is on the warranty card

Where to find the QR code ?

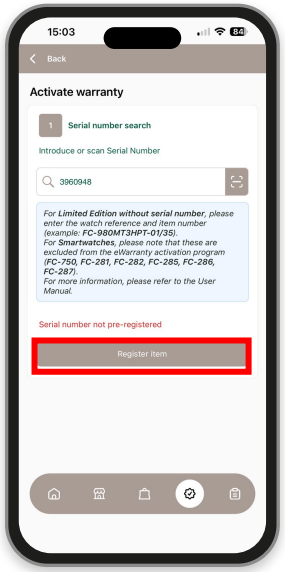
Option 2 : **Enter it manually**

You can enter the code manually.

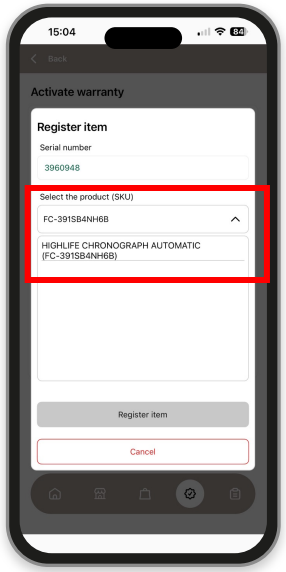
Where to find the code ?



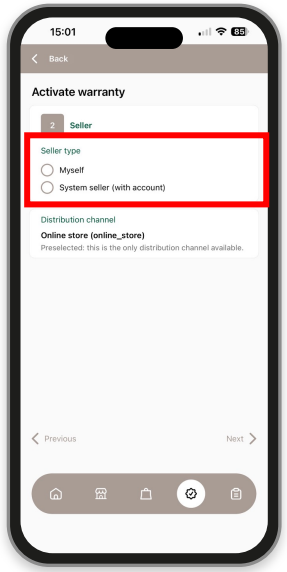
4. Scan or enter the serial number of the watch and click on “register item” button.



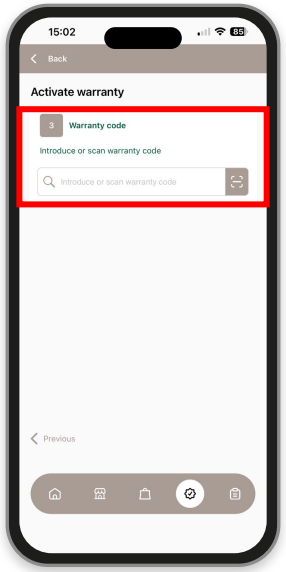
5. Enter the SKU in the search bar and click on the proposition. Then click on “register item” button



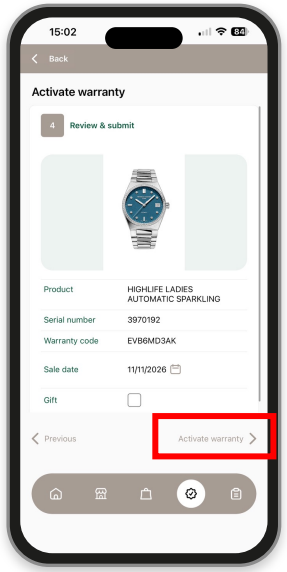
6. Click on “Myself” if you made the sale, or on “System seller (with account)” if the sale was made by someone else.



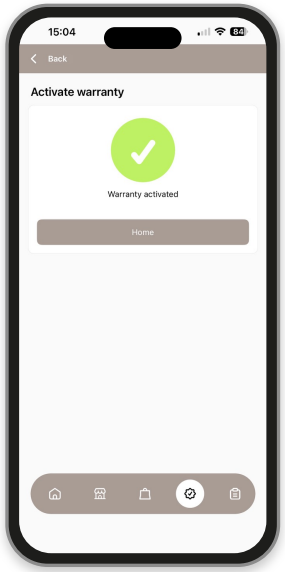
7. Scan or enter the warranty card code



8. Verify the information and click on “Activate warranty” button



9. You are done with the warranty activation



Option 2 : **Scan it**

You can scan the QR code that is stuck on the watch case back (this QR code contains the serial number information)

Option 1 : **Enter it manually**

You can enter the watch serial number manually.

<u>Where to find the serial number ?</u>

Option 1 : **Scan it**

You can scan the QR code that is on the warranty card

<u>Where to find the QR code ?</u>

Option 2: **Enter it manually**

You can enter the code manually.

<u>Where to find the code ?</u>

WHERE TO FIND

The Serial Number



The QR Code



Warranty Code



3RD YEAR OF WARRANTY ACTIVATION

Frederique Constant offers a 3rd year** of international warranty to the buyer of the watch through additional activation.

We invite you to communicate this advantage to the customer at the time of sale.

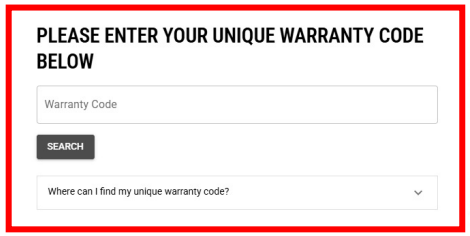
To do this, the end customer simply needs to scan the QR code of the new warranty card previously activated by you with their smartphone.

Indeed, this new warranty card has a dual use:

Use no. 1 (B2B): Activation of the warranty by you via the e-warranty application.
Use no. 2 (B2C): Warranty extension by the customer via their smartphone.









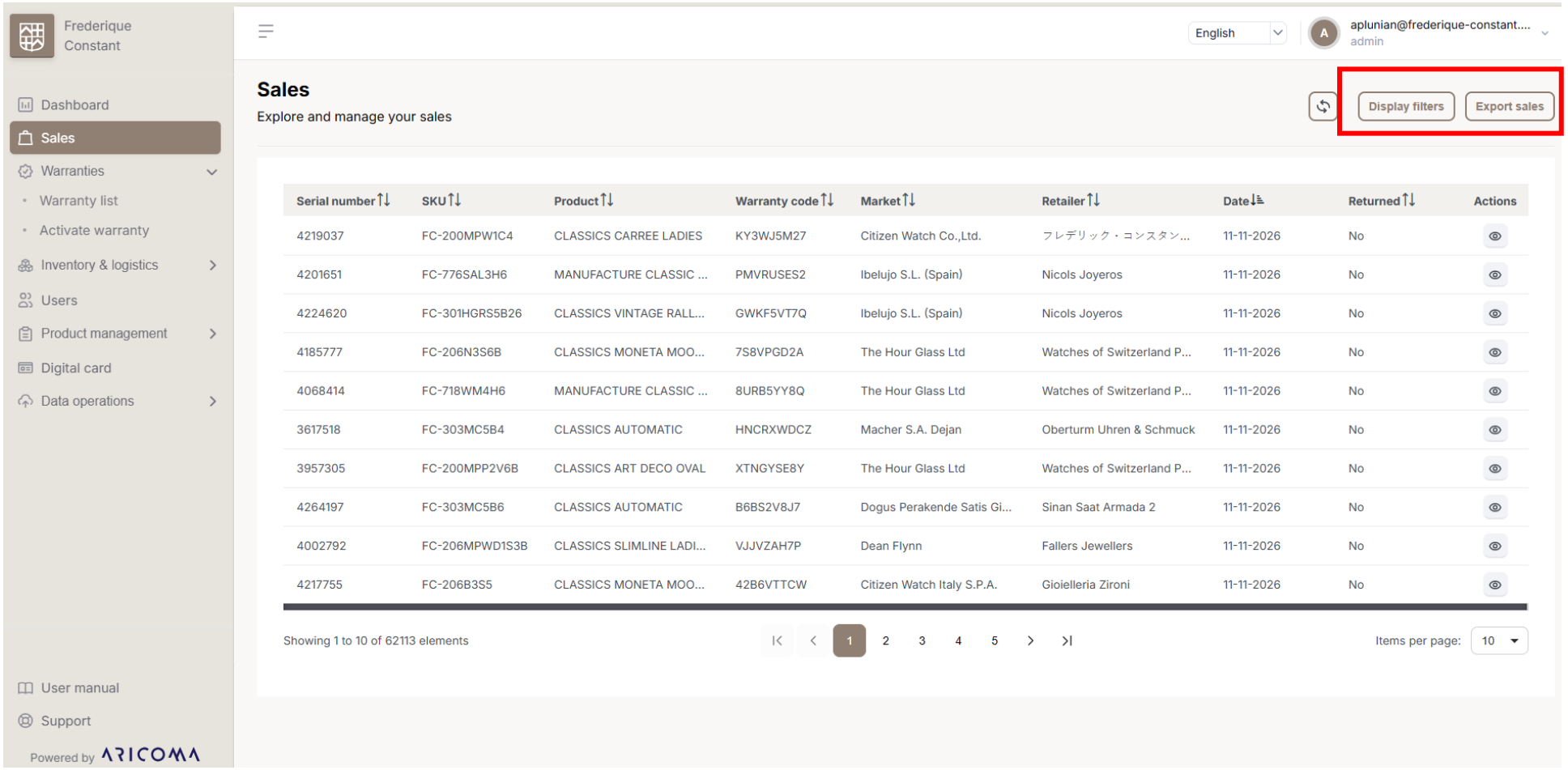


** Please note that owners of our FC-706 and FC-716 calibers already enjoy an international warranty of 5 years and, therefore, are not eligible for an additional year of warranty.

SALES AND RETURN

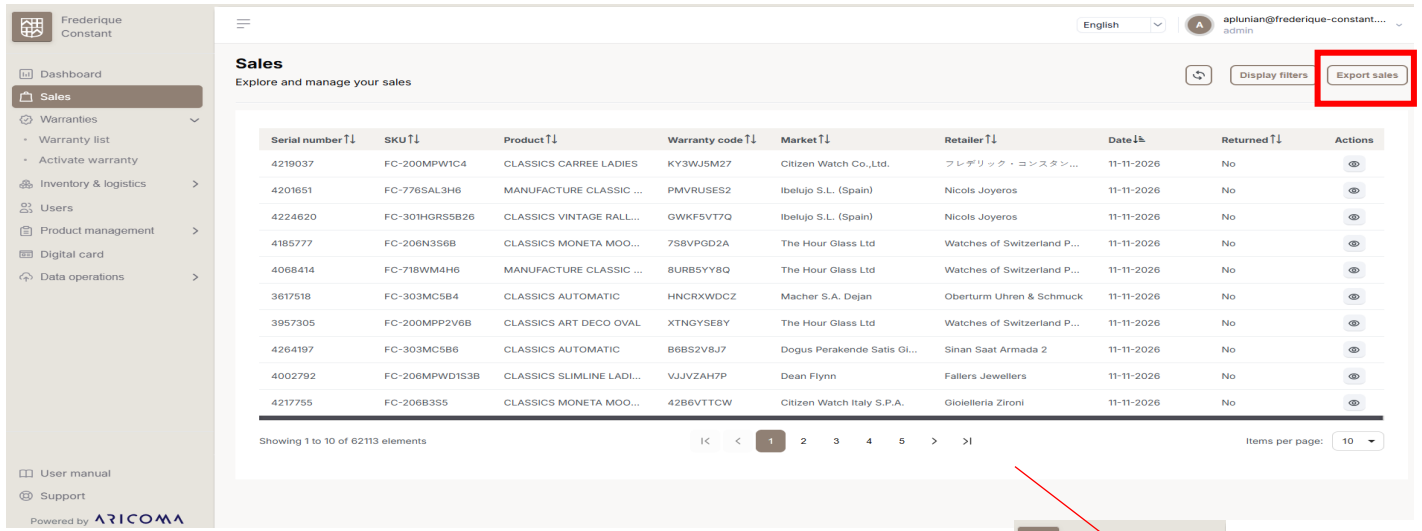
The “Sales” menu shows all your sales, with the most recent at the top.

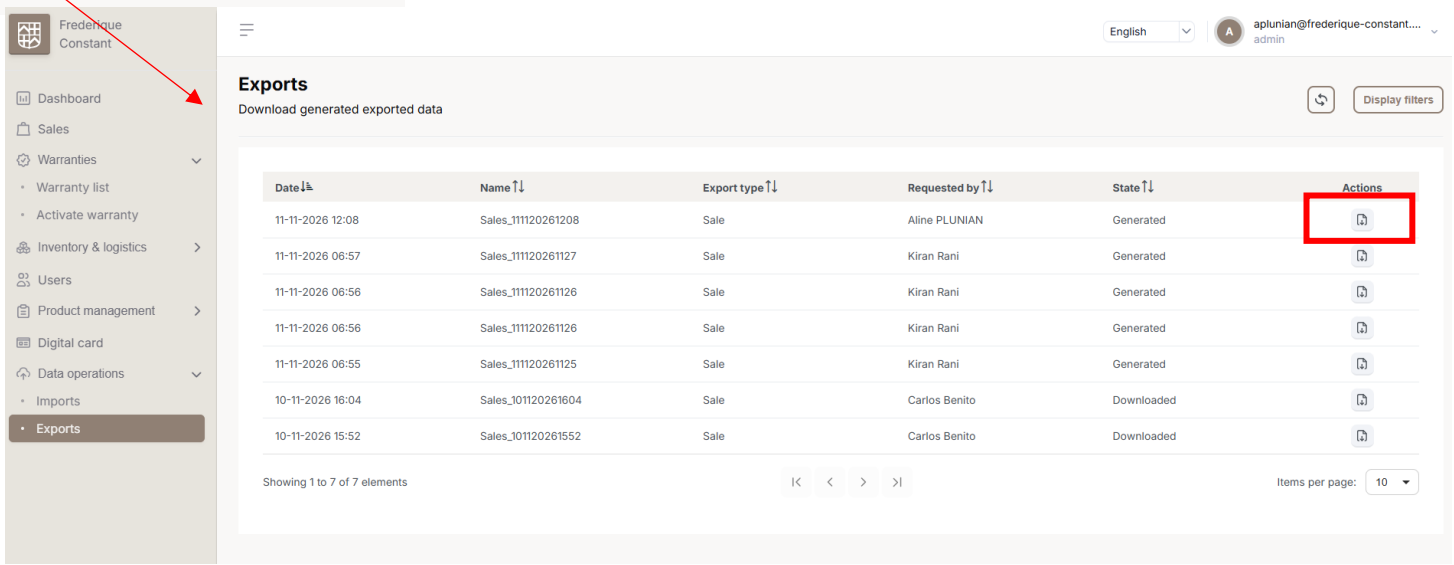
Use the “Display filters” button to sort them, and export them whenever you need.



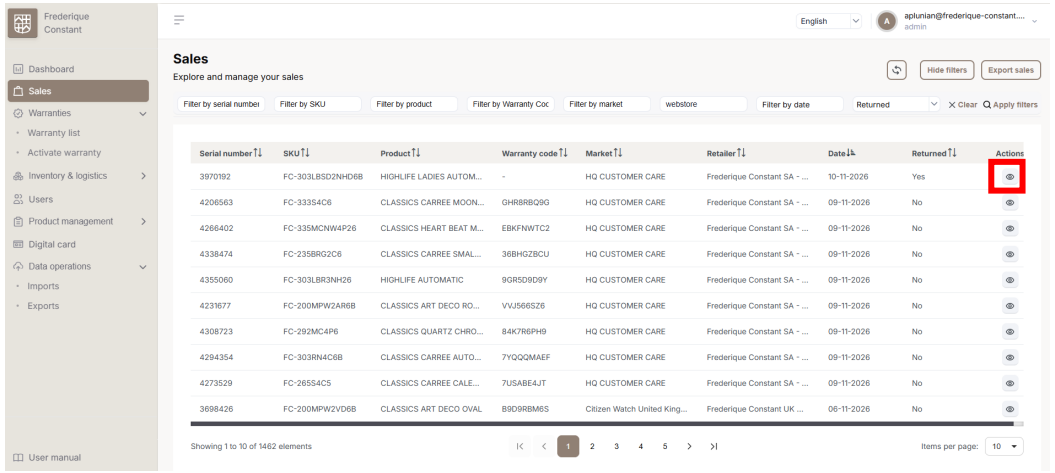
You have the possibility to export sales to a .csv or .xlsx file based on the selected filters.

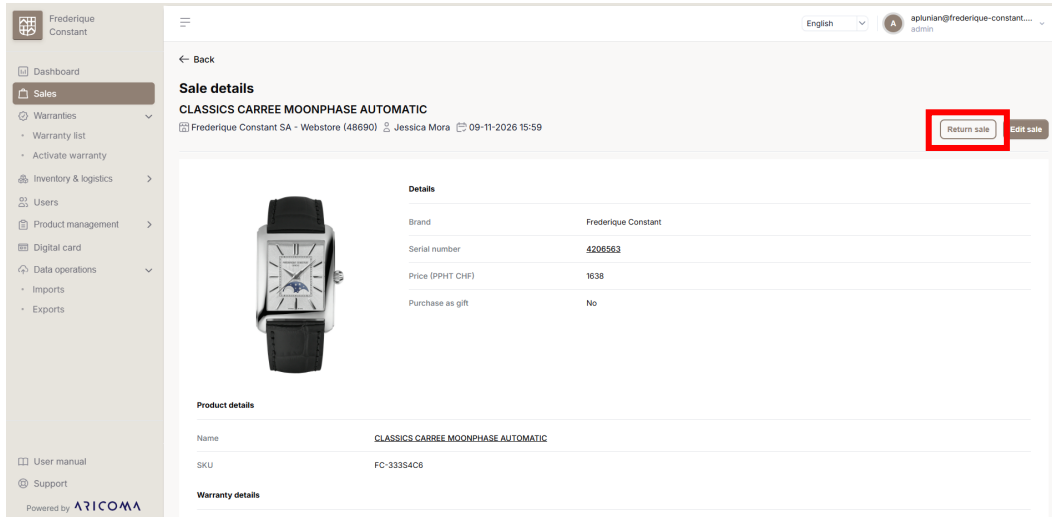
The file will be generated and made available in the “Data Operations” and “Exports” tabs.



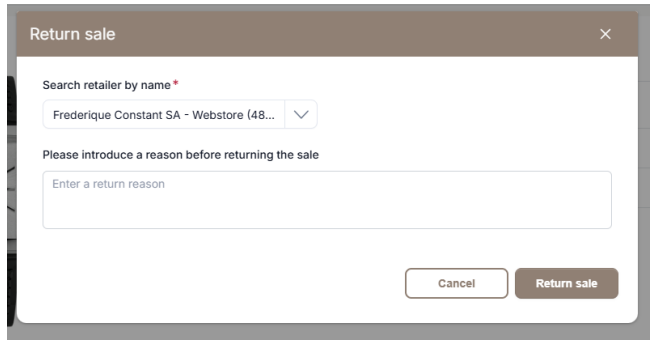


1 / To return a watch and deactivate its warranty, click on the eye icon to access its details, then click on the “Return Sale” button in the top-right corner.

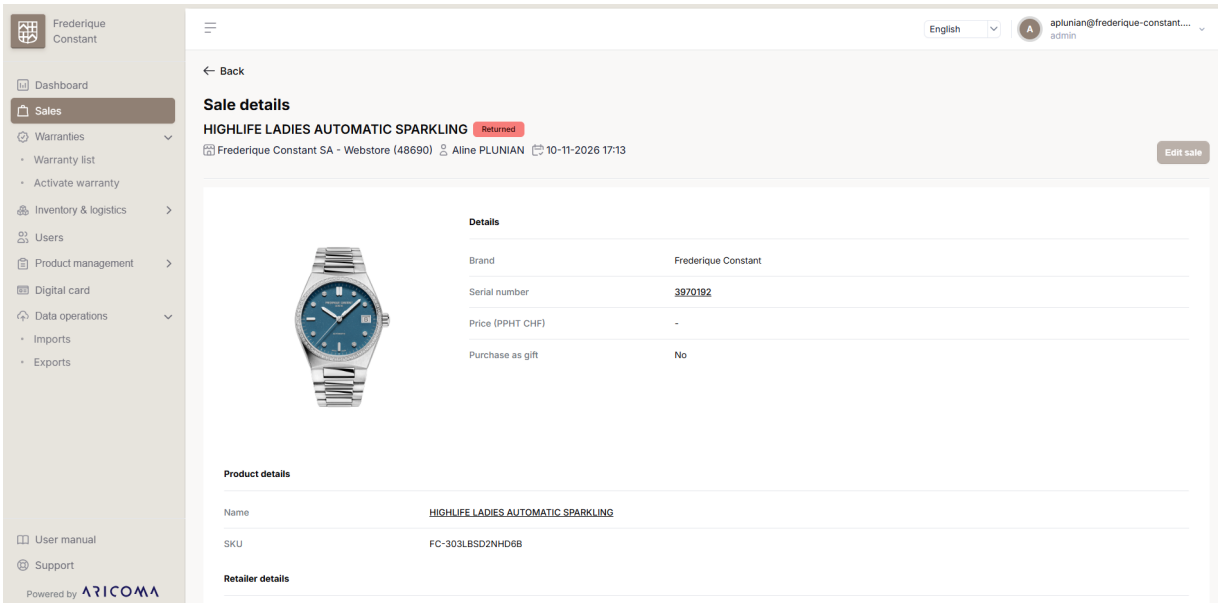




2/ You can add a comment before confirming the return. For example: “Sale activated by mistake”.



3/ The status of the sale changes from VALID to RETURNED.

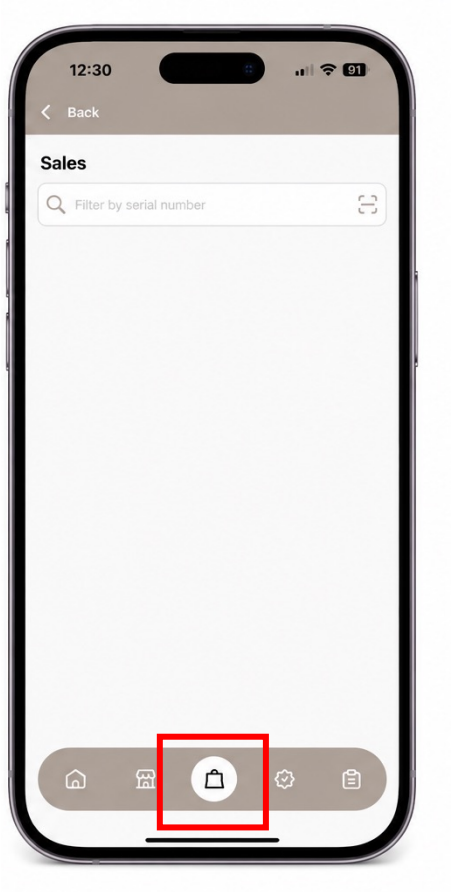


4 / After the return, the warranty card can be reused for the next sale if it remains in good condition.

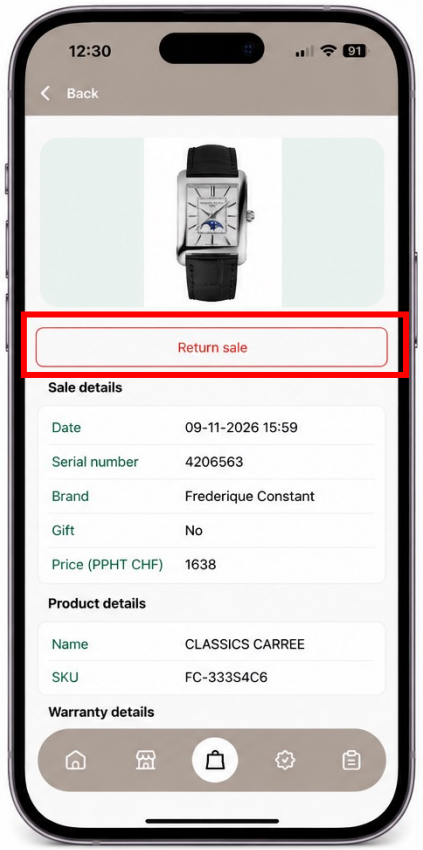
1. Click on the Sales icon (shopping bag), then enter the serial number.

Option 1 : Scan it

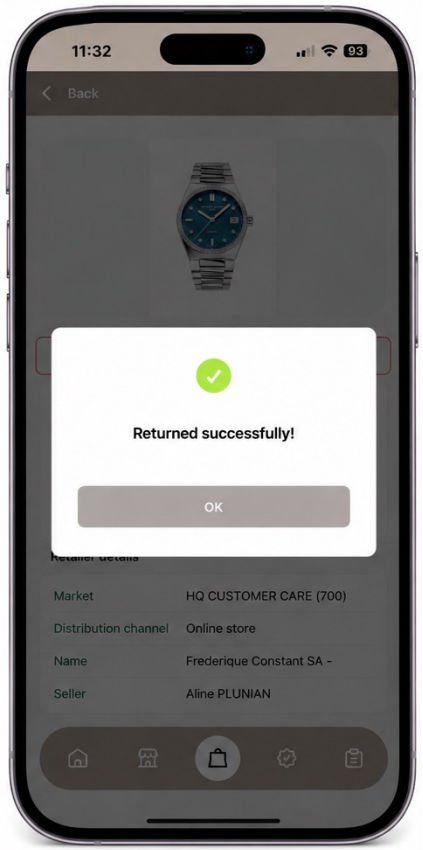
Option 2: Enter it manually



2. Click on the “Return Sale” button.

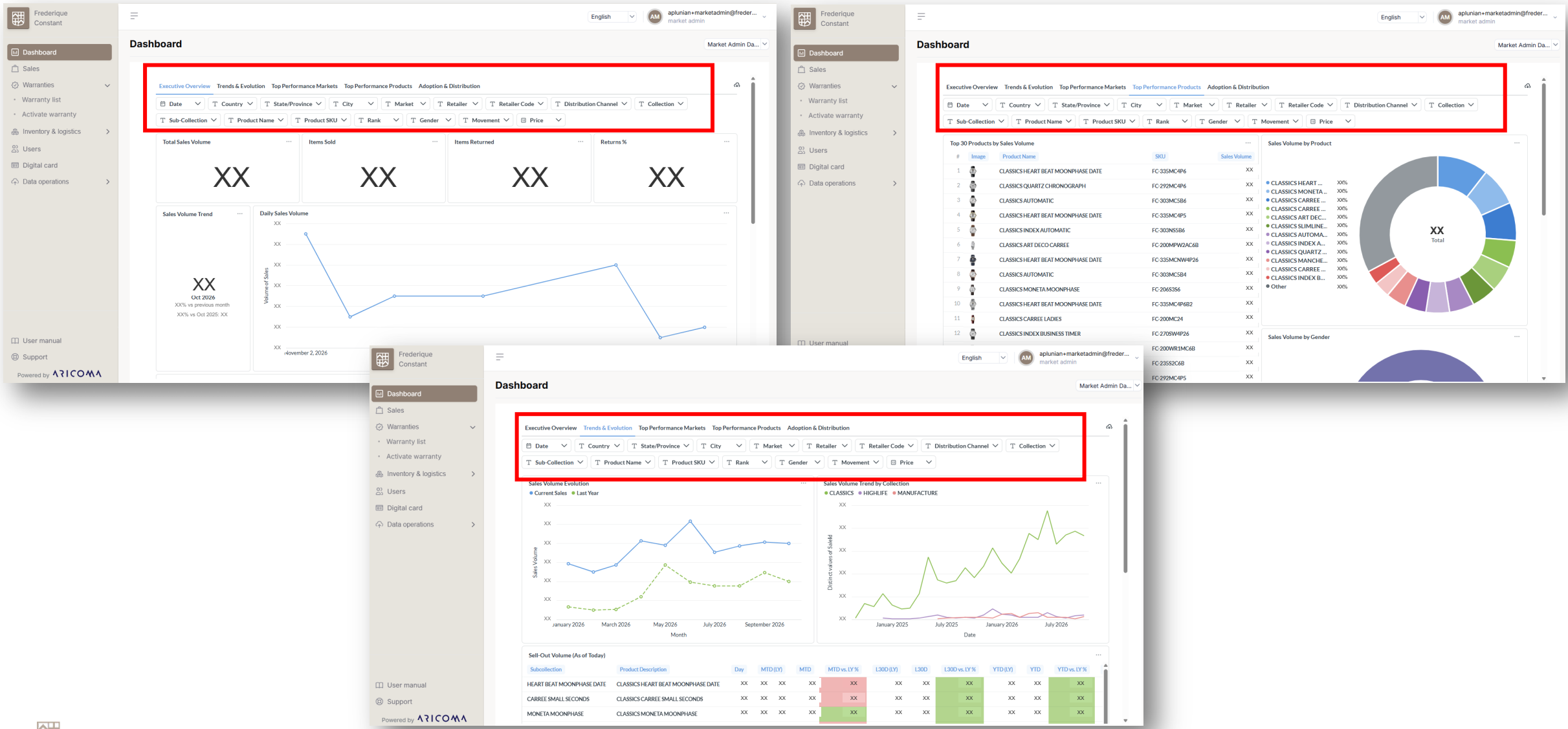


3. You are done with the return. The watch and the warranty code become available again.



DASHBOARD

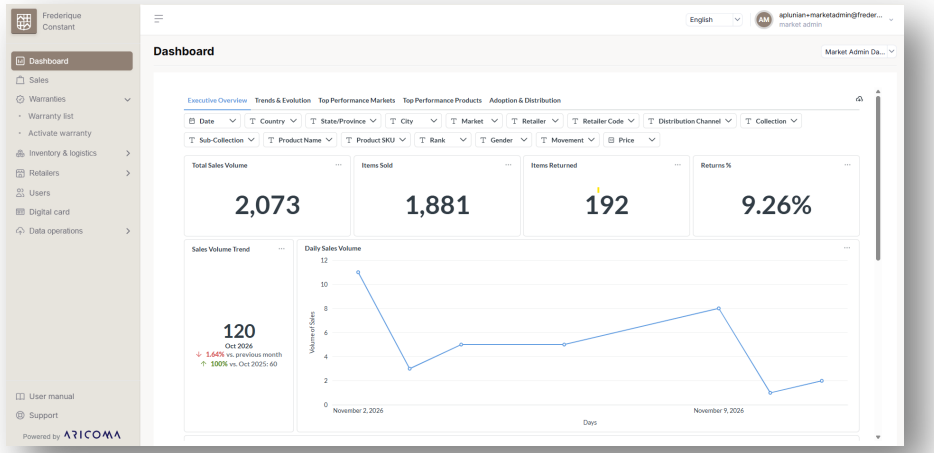
You can view, filter and export your sales.



The dashboard view depends on the user's role. Each user sees the sales of the points of sale or distribution group linked to their role.

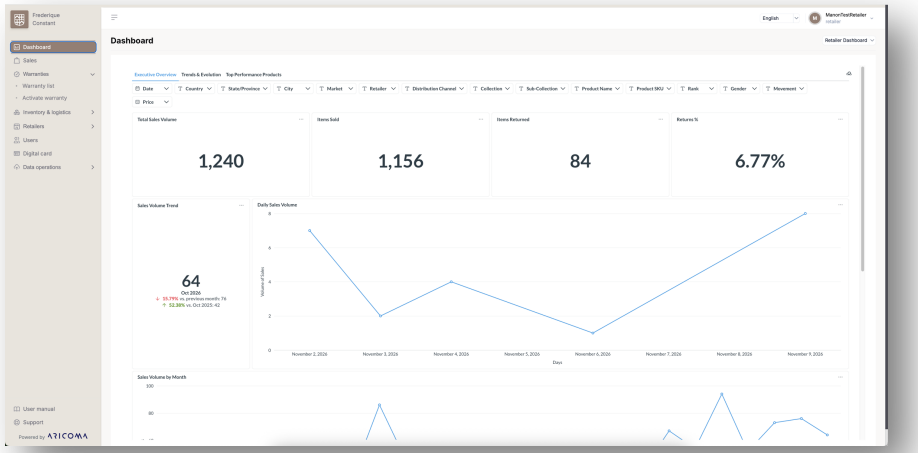
Market admin view

All dashboards visible



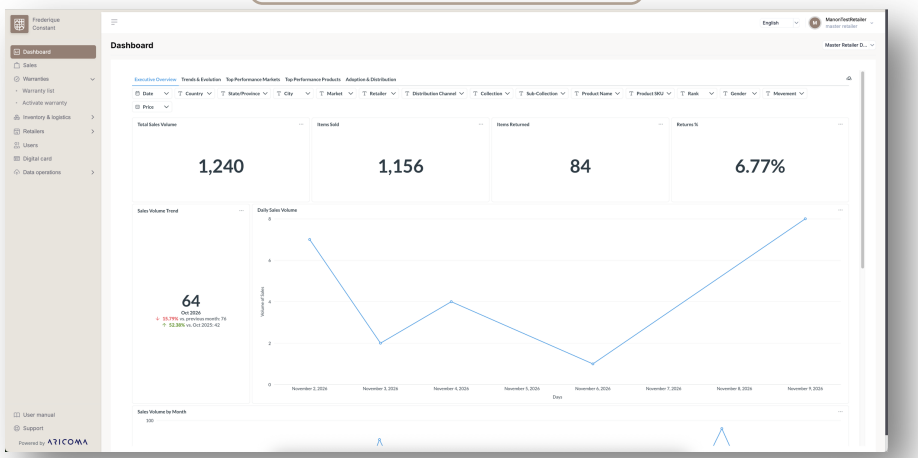
Retailer view

Selected dashboards visible



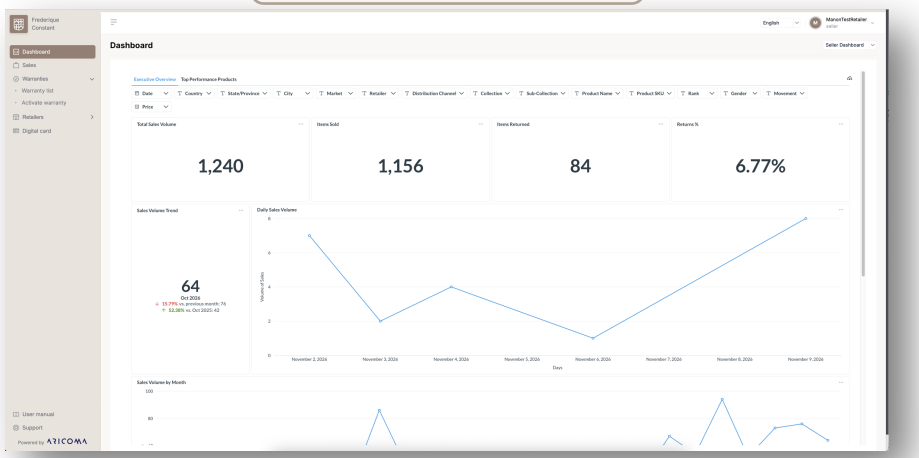
Master retailers view

All dashboards visible



Seller view

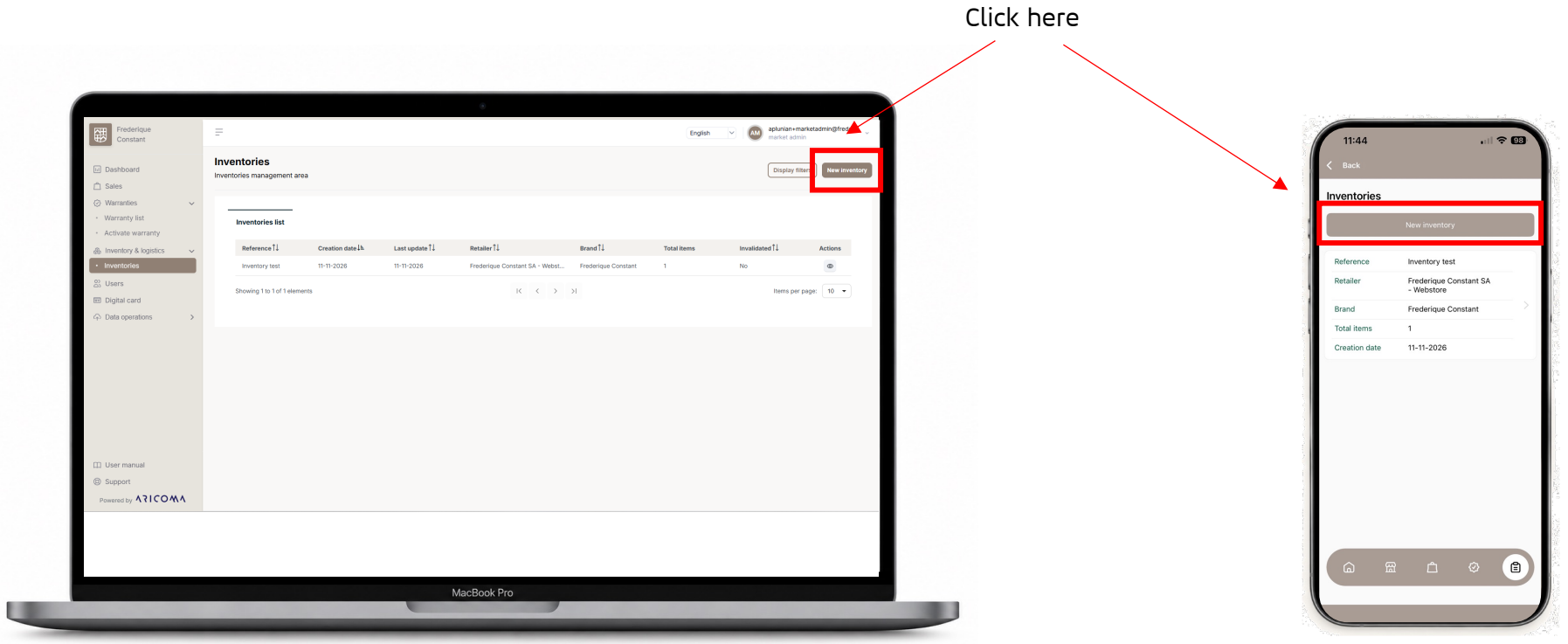
Selected dashboards visible



INVENTORY

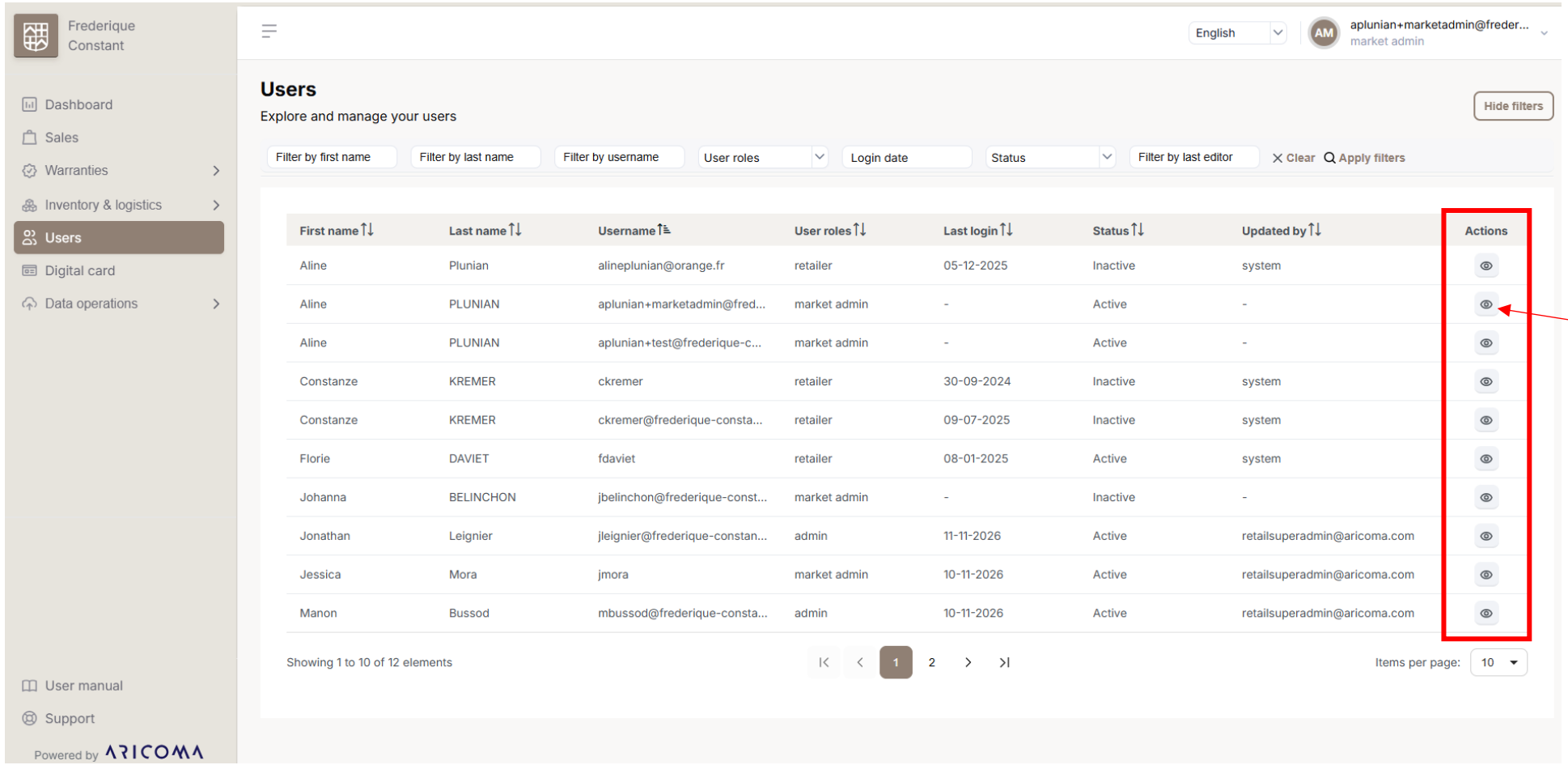
You can take an inventory of the Frederique Constant watches you have in your store.

This inventory is a **fixed stock take**: it records your stock at a given date and **is not updated by your warranty activations**.



USERS

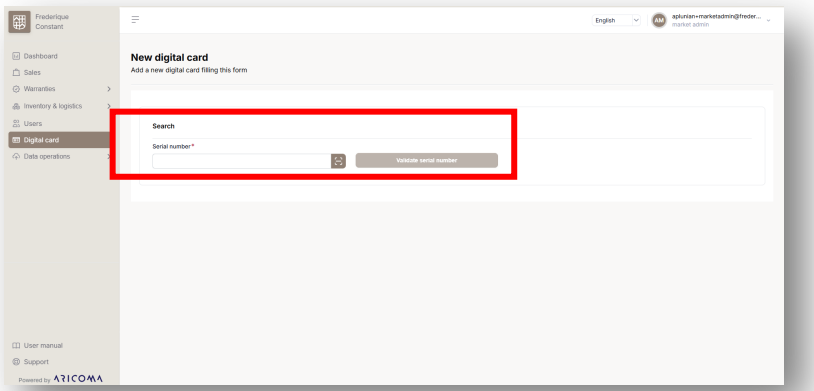
In the “Users” tab, you have the possibility to view and to verify the user information.



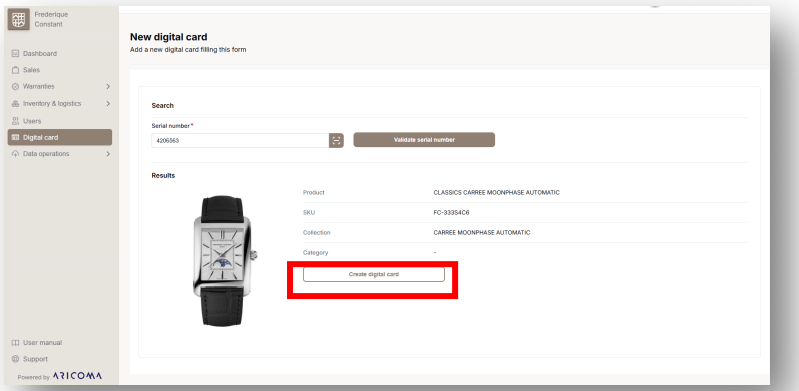
DIGITAL CARDS

After the warranty activation process is completed, you have the possibility to create a digital version of the warranty card and send it to the customer by email.

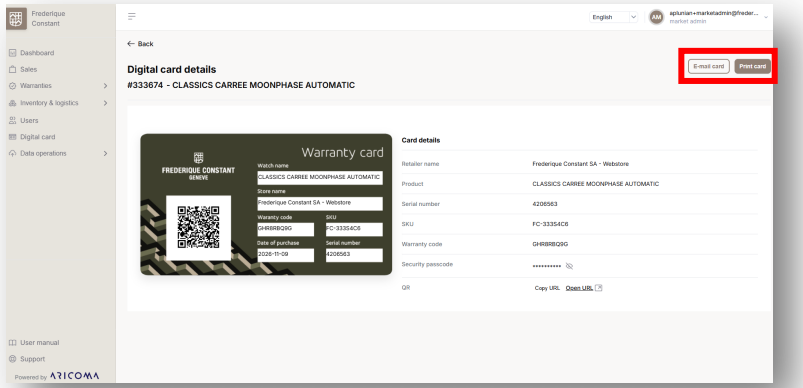
STEP 1



STEP 2



STEP 3



THANK YOU

If you encounter any difficulty, please contact your sales representative or reach our support team directly from the eWarranty platform, using the **Support** button just below the **User Manual** button.