



JOSHUA BRADLEY LUXURY

12-Month Service & Repair Warranty

Joshua Bradley Luxury – 12-Month Service & Repair Warranty

This warranty applies only to work carried out by Joshua Bradley Luxury and covers the **specific service or repair performed**, not the entire item.

12-Month Warranty Coverage (Service & Repair)

Watches

Covered for **12 months** after service:

- Mechanical repairs carried out by us
- Movement servicing
- Component replacements we installed

Not covered:

- Water damage after service (unless we confirmed water-resistance in writing)
- Damage caused by impact, dropping, misuse, or magnetisation
- Issues unrelated to the work performed
- Age-related or vintage-related deterioration affecting parts we did not service

Jewellery

Covered for **6 months** after service:

- Stone tightening
- Re-setting
- Re-sizing
- Repairs carried out by us

Not covered:

- New damage caused by impact, snagging, pulling, or general wear
- Tarnishing, scratches, or metal discolouration
- Damage to stones or settings we did not work on
- Loss of stones caused by external force or accidental damage



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Handbags

Covered for **6 months** after repair:

- Hardware repairs we performed (e.g., zips, clasps, metal fittings)
- Stitching repairs
- Strap or handle repairs

Not covered:

- Wear and tear from daily use
- Damage to areas not repaired by us
- Water damage, dye transfer, colour fading, cracking, peeling, or glazing wear
- Age-related deterioration common in vintage items

6-Month Warranty for Pre-Owned & Vintage Items

Because pre-owned and vintage items may naturally show signs of age, all repairs performed on **pre-owned or vintage items** carry a **6-month warranty** rather than 12 months.

This applies when:

- The item is over 25 years old
- Components are fragile due to age
- The part repaired is known to have age-related limitations
- The item has pre-existing structural wear from previous owners

This protects both your business and sets realistic expectations for customers.

Exclusions to the Service & Repair Warranty

The service warranty does **not** cover:

- Unrelated faults or separate future issues
- New damage caused after the repair
- Water, moisture, or heat damage
- Accidental damage or misuse
- Repairs performed by third parties after our service
- Cosmetic wear of vintage materials



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Claim Procedure for Services

1. **Contact us** with proof of repair – service@joshuabradleyluxury.com
2. **We will inspect the item** to confirm whether the issue relates to the work we performed.
3. If approved, the repair will be corrected free of charge.
No refunds or replacement items are provided.