

WATCH SERVICE AND POLISHING CATALOG

October 30

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*Price and availability may change. Please contact us for the latest information.

ABOUT US

ASIA'S TRUSTED LUXURY GOODS MARKETPLACE

Luxehouze is the leading luxury goods marketplace that specializes in authentic **high-end watches and leather goods**. Established in 2021, Luxehouze was created as a safe platform with two end customers in mind: both **buyers and sellers**.

Today we place our emphasis on luxury timepieces from **the world's finest brands** and luxury fashion items from the world's most iconic **fashion houses**. As we continue

to grow, we will keep **expanding our collection** by adding more categories to our current luxury product list.

We guarantee that all luxury goods being sold through our platform are **100% authentic** through rigorous multi-step verification and authentication processes. We also guarantee the best prices in the market and a **five-star shopping experience** for all of our clients.



100% AUTHENTIC

All the goods listed on our platform have been authenticated by our team of experts. In the unlikely event that you find it to be inauthentic, we'll refund 100% of its price.



BEST PRICE GUARANTEE

We guarantee that each item listed on our platform is sold at the best price in the market. If you find a better price elsewhere, we'll match it.



A WIDE COLLECTION OF BRANDS

We offer a wide collection of luxury goods of the world's finest brands, from the most popular and sought-after names to rare and niche labels.

TABLE OF CONTENT

2 ABOUT US

5 REQUEST SERVICE

6 OVERHAUL SERVICING

8 POLISH SERVICING

9 STRAP CHANGE SERVICING

10 TIME AND PRECISION TESTING

11 SERVICES COST

12 WARRANTY

13 OUR PEOPLE & EQUIPMENT

REQUEST A SERVICE

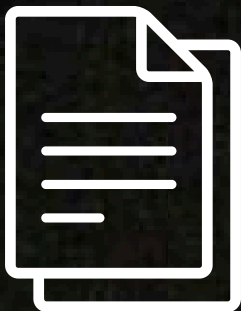
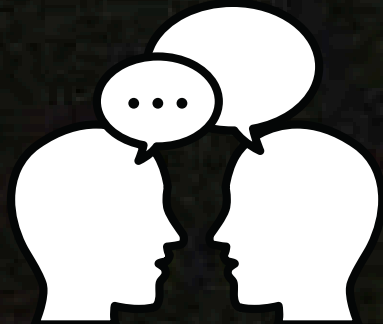


Contact Luxehouze

- Visit [Luxehouze](#) website to fill inquiry form request or to make offline booking service
- Describe your watch and its condition, including the model, serial number, and specific issues.

Discuss Service Needs

- A Luxehouze representative will promptly contact you, typically via WhatsApp, to discuss your watch's condition and service needs.
- During this conversation, you can provide additional details and have a direct dialogue to better understand the services required.



Receive and Review Quotation

- Luxehouze will assess your watch's condition and generate a detailed quotation.
- Review the quotation for cost, scope of work, additional services, and turnaround time. Confirm your agreement to proceed if the terms align with your expectations.

[REQUEST A SERVICE](#)

OVERHAUL SERVICING

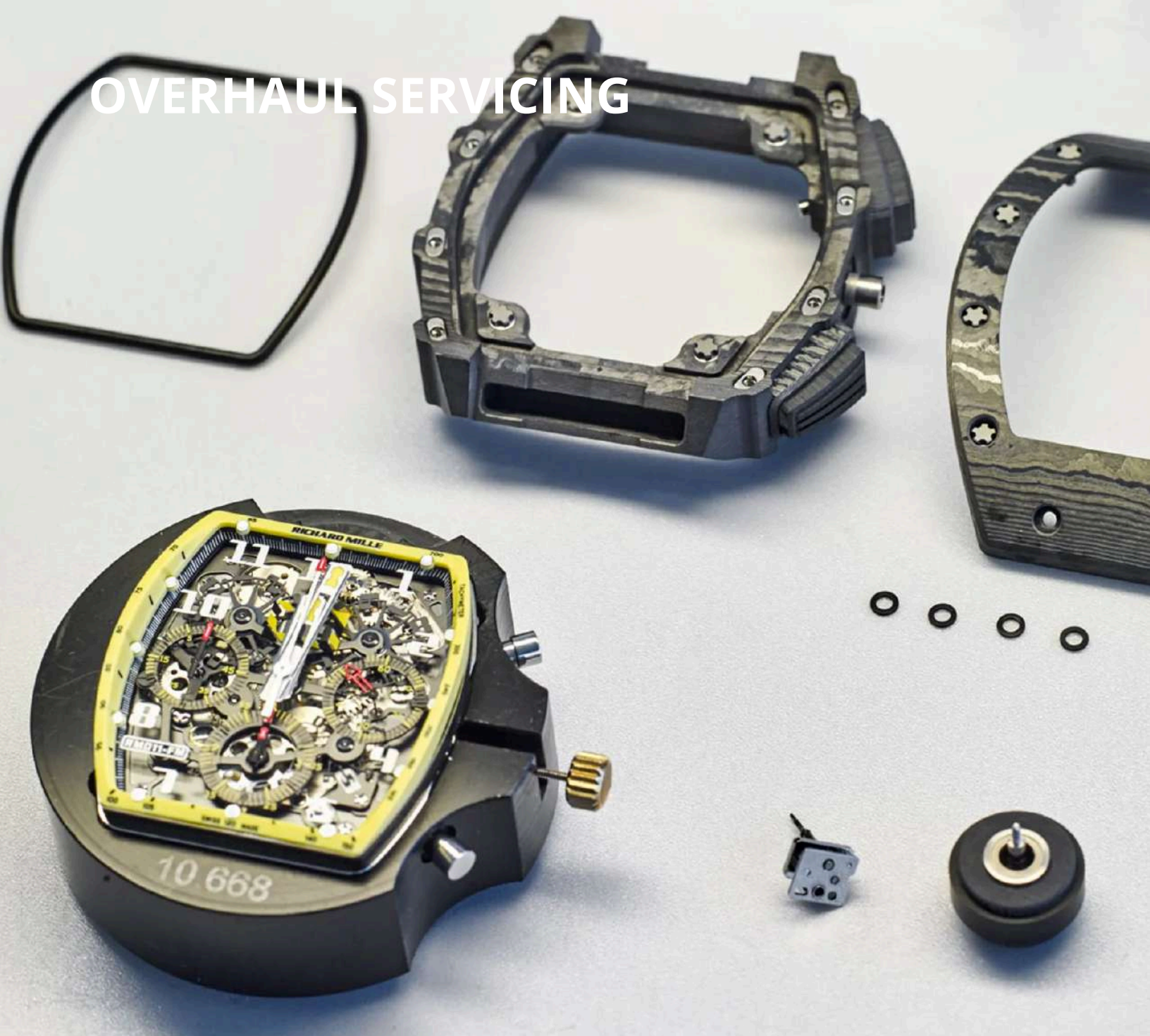


When your watch no longer functions correctly, our team takes your timepiece through a secure and precise 10-step protocol. This service comes with a 1-year warranty.

Overhaul (Full maintenance) includes:

- for the movement: complete disassembly, inspection of all parts, replacement of worn parts, cleaning, assembly, lubrication, calibration, adjustment of dial and hands, complete test procedure.

OVERHAUL SERVICING



Before servicing gets underway, the watch's exterior is first given a thorough visual examination with regard to any possible damage. The buckle and strap are separately controlled for any wear and disassembled. The watch is then opened in stepwise fashion and undergoes a close inspection of every part, with special attention to any problems reported. For movements containing internal stone settings, or decorations, these parts are also checked separately to ensure they are intact and secure. The bare front and back bezels are sent together with the watch's caseband to another department for refinishing or replacement. The watchmaker inspects and physically cleans each of the jewels in the movement of any accumulated grit or oil one by one. After these preliminary stages, each watch is completely dismantled. Every single part then undergoes another separate inspection to determine whether any requires replacement or special treatment. The glass is dismantled, and all case gaskets are removed. The bare front and back bezels are sent together with the watch's caseband to another department for refinishing or replacement. The watchmaker inspects and physically cleans each of the jewels in the movement of any accumulated grit or oil one by one. Following this, the baseplate and jewels, along with other specific parts, are chemically cleaned. The watch is then reassembled and oiled.

POLISH SERVICING

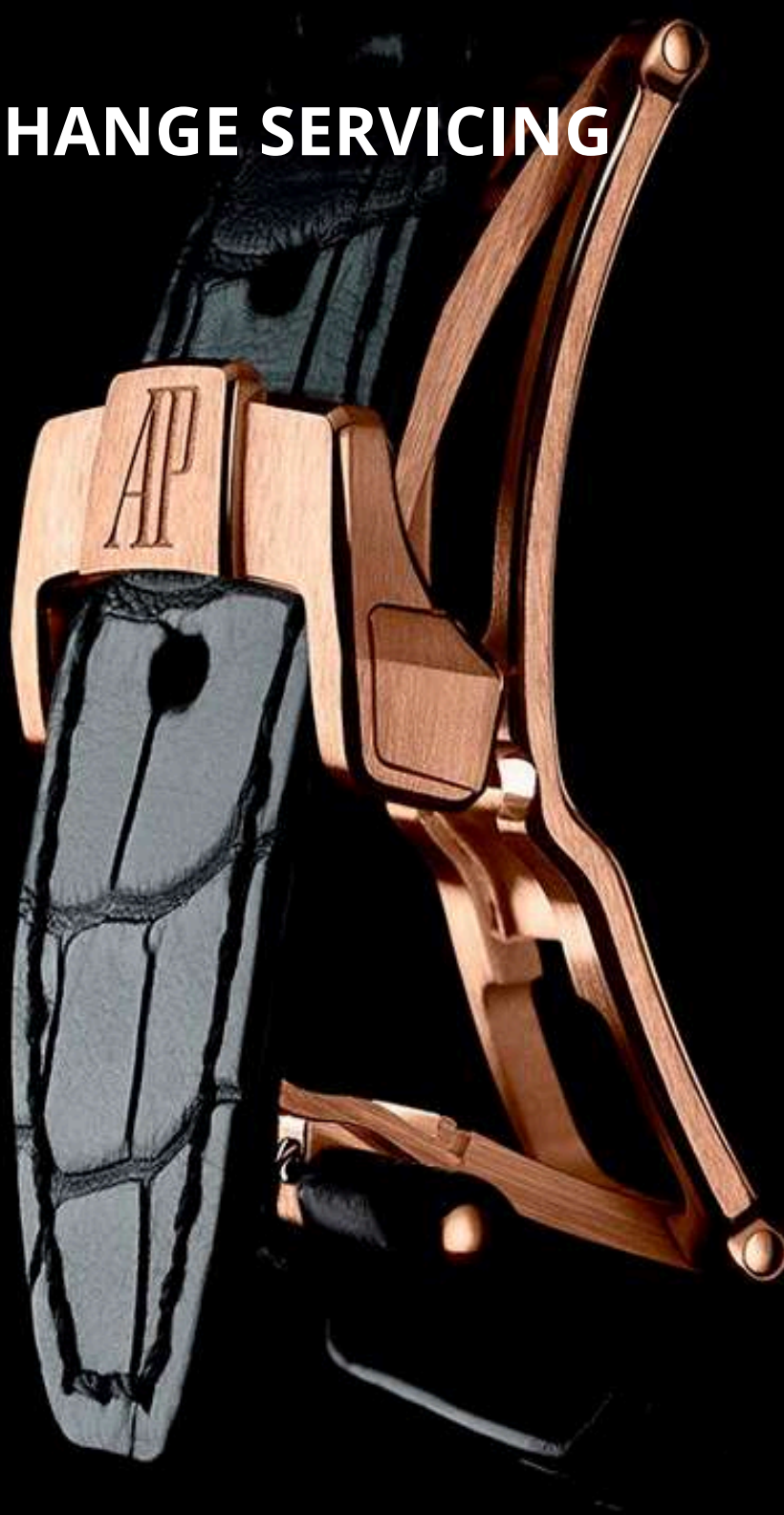


The cleaning cycle applied to cases and metal bracelets is systematic. It assures the removal of all residues. And it is necessary in preparation for polishing and to prevent particle-induced scratching.

Cases and bracelets are only polished on request by the customer. Polishing may involve gentle retouching or several interventions that require differentiated techniques: Traditional polishing is performed manually and requires a “free-hand” technique, relying on extensive experience, virtuosity, and quick reflexes. Alternative techniques include satin finishing, lasering, and diamond polishing that results in a mirror gloss.

Certain work on the case or bracelet must include polishing to assure the perfect aesthetic of the watch. It is important to note that there is a limit to the number of polishing sequences that can be applied during the lifetime of a watch.

STRAP CHANGE SERVICING



Specific skills are required to proceed with a strap change and our boutiques are offering the fitting as a complimentary service. On some models, self-interchangeable straps, bracelets, buckles or folding clasps are available and can be purchased as accessories.

Comfort is one of the brand's top priorities. A wide range is available combining hundreds of colors with several materials, including satin, alligator, rubber, leather and Velcro® in combination with a folding or a pin buckle, as well as full precious metals straps for the ladies' collection. Because of the complex spline screw fastening, straps must be changed by one of our watchmakers to ensure a perfect fit with the case and a perfect tightening torque.

TIME AND PRECISION TESTING



watch's movement, when measured for timing outside its case, will keep time differently than when it is attached inside its case.

Even if a watch is sent in for a quick, basic service inspection without issues, we will still need 2 weeks in order to accurately time and adjust the watch before it can be returned. The watch's chronometric results will be checked under various temperatures and positions using advanced, computer-controlled methods.

If the watch passes all these tests, the movement is placed back in its cleaned and refinished case, supplied with new water-resistant seals for the case body, crown and bezels. Water resistance is checked under high and low pressure, and the cased watch's functions are subjected to another visual and physical quality control.

SERVICES COST

Brand	Service (w/o spare part change)	Polish (w/o additional material)	
		Light	Full
Richard Mille	Rp55,000,000	Rp10,000,000	Rp15,000,000
Audemars Piguet / Patek Philippe	Rp17,000,000	Rp4,000,000	Rp5,000,000
Rolex	Rp6,000,000	Rp2,000,000	Rp3,500,000
Omega / Panerai / FM / Hublot	Rp4,500,000	Rp1,750,000	Rp3,000,000
Tag Heuer	Rp3,500,000	Rp1,000,000	Rp2,000,000
Additional Cost (Flight + Transportation)*	Charge to client		

*only for servicing & polishing abroad that is still in the warranty period (FOC) in the Service Center

[REQUEST A SERVICE](#)

WARRANTIES



Luxehouze 1-Year Limited Service Warranty

If a problem arises with a warranted product as a result of Luxehouze work or parts provided by its technicians, and within the one year (1 year) period following initial Luxehouze services, Luxehouze will repair or replace any damaged parts and/or correct the repair execution at its sole discretion. Following a repair, the watch will be covered by the Luxehouze one-year (1) service warranty from the date of the timepiece's documented in-person retrieval by owner or shipment from offices of WatchBox.

Restrictions and Conditions: What Is Not Covered

Conditions apply to the Luxehouze one-year (1) limited service warranty. The repair warranty does not cover parts that Luxehouze did not service, basic services on quartz watches, water damage, shock damage, all abuse, or any handling that exceeds the limits of a timepiece's intended use. Consequential and incidental damages are not recoverable under this warranty. Third-party performance of service, opening of a product, or addition of parts other than strap or bracelet components will void the Luxehouze one-year (1) limited warranty on pre-owned watches. Luxehouze will, at its sole discretion, determine the applicability of its warranty to each timepiece for which a warranty claim is lodged.

OUR PEOPLE & EQUIPMENT



Master Artisans: The Heartbeat of Luxehouze

At Luxehouze, our team of watch servicing and polishing experts is at the heart of our commitment to excellence. Our skilled technicians bring a wealth of experience and a genuine passion for horology to their work. With years of hands-on expertise, they are dedicated to restoring timepieces to their former glory. These professionals have an unwavering attention to detail and a profound understanding of watch movements and intricate mechanisms. When you entrust your watch to Luxehouze, you can be confident that it's in the hands of artisans who are not only highly skilled but also deeply passionate about their craft.

Precision Craftsmanship with Cutting-Edge Tools

At Luxehouze, we understand that precision is key in the world of watch servicing and polishing. To achieve the highest standards of quality, we utilize state-of-the-art tools and equipment. For instance, our watch polishing process is enhanced with the implementation of the state-of-the-art Greiner Vibrograf ACS 9000. This advanced polishing machine allows us to achieve a flawless, mirror-like finish on your watch's case and bracelet, restoring its original luster. We also rely on tools such as the Bergeon Crystal Lift for safe and meticulous crystal replacement, and the Witschi Chronoscope for precise timekeeping assessment. For delicate tasks such as case back opening, we employ precision tools like the Bergeon Case Back Opener, ensuring that every detail is handled with care and accuracy. These tools, combined with our technicians' expertise, guarantee that your cherished timepiece receives meticulous attention and craftsmanship, returning to you in the finest condition.



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