

# Ginza Watch JP Authentication Manual

## Mission Statement

At Ginza Watch, we strive to offer watch enthusiasts an outstanding online shopping experience by providing a diverse selection of top-quality timepieces at competitive prices. We are dedicated to delivering exceptional customer service and expert product knowledge to assist our customers in finding the ideal watch that suits their needs and style. Our aim is to become the ultimate destination for all things related to watches and to motivate our customers to cherish every moment with a timepiece that complements their lifestyle.

## Core Values

**Authenticity:** We consider authenticity to be of utmost importance for watches. All our timepieces are 100% genuine, directly sourced from authorized dealers or reliable suppliers. We assure you that you will receive an authentic watch with original packaging, papers, and serial numbers.

**Quality:** We are dedicated to offering our customers only the highest quality watches. Each timepiece undergoes careful inspection and testing to ensure it meets our standards of excellence. We stand by the quality of our watches and provide a warranty for your peace of mind.

**Selection:** We believe that every customer deserves a broad selection of watches to choose from. That's why we present a diverse range of brands, styles, and price points, enabling you to find the perfect watch to match your taste and budget.

**Customer Service:** We highly value our customers and strive to deliver exceptional customer service at every stage. Our team is always available to assist you with any questions or concerns, and we work tirelessly to ensure your satisfaction.

**Expertise:** We are passionate about watches and possess a wealth of knowledge and expertise in the industry. We are always delighted to share our

knowledge and provide personalized assistance to help our customers find the right watch for their needs.

**Transparency:** We believe in transparency and honesty in all our dealings. We provide comprehensive information and high-quality images of our watches so that you can make an informed decision. Additionally, we offer clear and upfront pricing, with no hidden fees or surprises.

## About Us

Ginza Watches Japan, established in 1979, is a prestigious retailer of new and pre-owned luxury watches. With a strong presence in Japan through our five retail outlets, we've expanded our reach to an international audience with our latest venture - an online store dedicated exclusively to overseas customers. Committed to delivering an exceptional shopping experience, our company is grounded in principles of integrity, honor, quality, and service. We ensure that these values are reflected in every interaction and transaction with our customers.

## In-House Authentication

### GUARANTEED AUTHENTICITY

Ginza Watches Japan holds a strong commitment to maintaining the integrity of the luxury watch industry. We firmly stand against buying or selling watches that are replicas or have inauthentic parts. Trusted by a global clientele, we take the issue of watch fraud very seriously.

Before being featured in our exclusive collection for sale, each of our watches undergoes a rigorous authentication process by our in-house Swiss-trained watchmakers. This ensures that every timepiece we offer is fully authentic. Additionally, every watch sold is accompanied by our 2-year Global Ginza Watches Japan warranty, providing our customers with added confidence and peace of mind.

Our watch experts possess advanced training and an acute ability to detect any signs of inauthenticity in a watch. In instances of detected fraud, we take decisive action by confiscating the watch to prevent its circulation and collaborate with relevant authorities to trace the origin of the counterfeit item.

## WHO AUTHENTICATES?

Rest assured that every one of our watches has been thoroughly evaluated prior to being offered for sale. Our adept in-house team of Swiss-trained watchmakers, technicians, and refinishers meticulously inspects each watch through a stringent quality control regimen, ensuring the utmost precision and care. These experts are not only adept at examination but also fully equipped to handle any requisite repairs.

From minor tune-ups to extensive restorations necessitated by water or rust afflictions, our team is proficient in delivering a comprehensive suite of services, exclusively utilizing original factory parts. Moreover, to assure your complete confidence in our craftsmanship, every timepiece in our collection is accompanied by a 2-year Global Warranty, symbolizing our commitment to excellence and your serenity.

## WHY TRUST US?

As Japan's premier destination for luxury watches, we approach our role with utmost seriousness and professionalism. Owning every watch we offer allows us to uphold a consistent global quality standard, while providing collectors with a diverse and unparalleled selection.

Furthermore, every watch undergoes a comprehensive evaluation and authentication process and is restored to the manufacturer's operating standards before being added to our inventory. This meticulous approach ensures that every timepiece you receive from us has already undergone rigorous vetting, assuring excellence and peace of mind.