

TIFFANY & Co.

TERMS & CONDITIONS

Tiffany & Co., on behalf of its retail affiliates listed above or *here* (collectively “Tiffany”), acknowledges receipt of the item(s) either described above or associated with the Service Order Number provided (the “Item”). We are accepting custody of the Item solely for the purpose of servicing or repairing your property, or if necessary, providing you with a price estimate for service or repair work. To the extent permitted by applicable law, we reserve the right to refuse to service, repair or accept custody of the Item. By submitting the Item to Tiffany for service, you fully and unconditionally agree to and accept these Terms and Conditions, which are final and binding in all respects.

The present Terms and Conditions neither affect any applicable statutory rights you may have as a purchaser of a defective product, nor any rights you may have under any applicable warranty or law in the jurisdiction in which you have sought service. Should you have any questions, please telephone or email a Customer Relations Associate at the Tiffany retail store identified above, or utilize the customer service contact information detailed herein.

In the event of any inconsistency between these Terms and Conditions and any applicable laws, including any applicable laws dealing with abandoned or uncollected goods, these terms and conditions will prevail to the extent permitted by law.

Examination Limited

Our examination of the Item has been made solely for the purpose of describing the Item so that your property may be identified and so that we may, if applicable, estimate the price of service or repair work. We have not made any determination as to any of the following factors: the genuineness of the Item; any trademark affixed to the Item; the age or provenance of the Item; ownership of or title to the Item; the characteristics, nature, weight, dimensions, identity or fineness of any stone or metal contained within or comprising the Item; or the value of the Item. ***Neither this receipt, nor any document or statement made with respect to any service provided related to the Item, shall constitute an appraisal or opinion by us as to any of the foregoing factors and this receipt may not be relied upon by any person other than the person to whom it was issued, for any purpose whatsoever.***

Not an Offer to Purchase

This receipt is not an offer to purchase or an acceptance of the Item for return.

Estimate

If an estimate is required, we may clean the Item before conducting our examination. After we have examined the Item, we may provide you with a written estimate of the price and time involved, or with the parameters on which the price will be based. Please note that the actual price and time involved for the requested service may differ from the estimate. We will not commence any work until after you have given us your authorization to proceed. We reserve the right to receive a deposit before commencing work.

Return of parts

Removed parts will only be returned to you upon request, with the exception of those parts under contractual warranty.

Limitation of Liability

In the event the Item is lost or stolen while in our possession, we will replace it with a new Item or, with your consent, an item of like kind or the retail purchase price value paid for the Item. In the event the Item is damaged while in our possession, we will repair or replace it at our option with a new Item or, with your consent, an item of like kind. To the extent permitted by applicable law, we expressly disclaim any liability to you for any sentimental or emotional value associated with the Item, for any value associated with any claimed provenance or heritage associated with the Item, or, in the case of any vintage or heritage Items, for any value associated with original, component or replacement parts. You shall be obliged to take adequate measures to avert and reduce damages.

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Third-Party Work

In some circumstances, we may not be able to repair or service the Item on our premises and may be required to send the Item to another Tiffany location or a third-party service provider approved by us for repair or service.

Abandoned or Unclaimed Items

All Items must be collected upon notification by us to you that your Item is ready for collection. Please ensure that you provide us with your full and current contact details, including name, postal address, email address and telephone number, so that we are able to contact you for collection. Items that are not claimed within one (1) year following notification will be stored and/or processed in accordance with applicable law. For more information on the disposition of abandoned or unclaimed Items if Items are not collected upon notification and subsequent follow-up, please contact Customer Service in the market in which you submitted your Item(s) for service or repair. Email contact information for Tiffany's Customer Service by market is available *here*, or you can call Customer Service at the number provided on our website at Tiffany.com (or any of our country-specific sites).

Privacy

Limited personal information will be collected and processed as part of this service or repair work and may be transferred and processed in our data management system in the U.S. or other countries in accordance with our Global Privacy Notice. We also may share this information with our affiliates worldwide for the purposes indicated above. In addition, we may share this information with (1) our service providers who perform services on our behalf based on our instructions; (2) government authorities with appropriate jurisdiction and (3) other third parties as required by law. Subject to applicable law, you have the right to access, correct and request blocking or deletion of the information. You may, at any time and free of charge, tell us to stop sending you communications by contacting us as indicated herein, however, we may need to contact you for the sole purpose of notifying you about the status of your service or repair request. You also may object to the processing of your information for sales and research activities by contacting us as indicated herein. For more information, please view our Global Privacy Notice at [Tiffany.com/PrivacyPolicy](https://www.tiffany.com/PrivacyPolicy). You have the right to request access to your personal data as well as to rectify any inaccurate data by contacting Customer Service by email (contact details are available *here*) or by calling Customer Service at the number provided on our website at [Tiffany.com](https://www.tiffany.com) (or any of our country-specific sites). Please also contact us if you would like us to update information we have about you or your preferences. If you have any questions or comments about this Privacy Disclosure, please email us at privacy@tiffany.com.