

# Guide to Replica Warranty and Repairs

Here is another much-requested article from consumers who want to know about the problems most likely to occur when they receive their Rolex replicas. We will discuss all the different types of qualities available on the Internet, as well as the relative problems that can occur.

Near the end of the chapter, we will also be giving you extremely helpful tips on how to care for the gold on your replica. This will ensure the gold on your replica will last for many, many years to come.

## Common Problems

These problems may or may not appear on your replica. No replicas are created equal, because they are mass produced. But through the many years of experience of our staff members in dealing with replicas, we have agreed on the following.

Listed are only warranty problems that occur on the replicas – it does not make any comparison of the watches with each other. For example, an incorrect date font is not considered a warranty problem, but water damage is.

## Top 5 Problems with Asian-made Replicas

### 1) Movement Problems

The most common problem, all Asian-made replicas are known to always run into some sort of movement problem within a few months. Either the movement stops working, the date does not change properly or the watch does not keep time. There really is no way to avoid any of these problems, because repairs on these replicas aren't worth it. They have a wholesale value of \$20-50, and any automatic watch you will receive for that price isn't too good.

### 2) Materials Fading

Since these replicas are all plated fake gold and stainless steel, it will begin to fade usually within 60 days. The fake gold is very shiny, and anything underneath is a silvery color. The stainless steel plating also looks very shiny (almost like chrome) and will show a brown/green base metal underneath.

### 3) Dirt on Dial

Dust particles and tiny hairs always seem to appear on top of the dials. If you look very carefully, you will be able to spot them on most of the replicas. This is due to poor or dirty manufacturing conditions. Some other things found on the dials include loose or broken hands and hour markers.

### 4) Water Damage

None of the Asian-made automatic Rolex replicas can take any water. If you wash your hands with the watch on, you risk getting water inside. There are several reasons for this problem – lack of gasket on the crown or back of the watch, or a loose

crown/back/crystal. Don't take a shower or swim in them – water can easily enter in those conditions.

#### **5) Loose parts**

Hands, crystals, pins, backs, and crowns have been known to fall off quite easily. These are basically manufacturing defects, but can also result from aggressive use by the consumer. The backs are not screwed on – they are snapped on, so they can fall out easily. The crowns can lose their threading and won't screw in any more. Or, if you pull it out too hard, it will damage the movement and you can't set the time/date no more. Crystals/pins falling off are also quite common, and there's really nothing you can do about it.

### **Top 5 Problems with Japan-made Replicas**

#### **1) Gold Wearing Off**

These replicas use genuine gold plating, but the gold color looks different from a genuine Rolex. Also, all gold models are known to wear off in short periods of time, so we highly advise you to take good care of it (tips listed below), or don't get any 2-tone models. There's really no way to re-plate the bands.

#### **2) Movement Problems**

Although these watches use much better Japan-made automatic movements than the Asian-made replicas, there can be several possible problems that occur. The most common is gain/loss of time. We really think that most people just don't know how to use these watches – most reported "time loss" problems is because the user doesn't keep the self-winding watch in movement, and therefore it does not run.

Another possible movement problem is when the user pushes or pulls the crown too hard. The movements are very delicate, so you must be very careful. If you jam the movement, you can no longer adjust the time or date anymore (although the movement will continue in motion).

You can see that these so-called "problems" are usually caused by the end-user, so the moral is to wear and use it carefully, and treat it like a \$10,000 watch.

#### **3) Water Damage**

A big problem is water damage, because users think that "water resistant" means you can swim in them. We highly recommend you do not swim in these replicas, because water will eventually get in. We've heard of very few problems when it comes to general daily use (such as showering or washing hands). Most water-damage problem is caused by the user not screwing down the crown tightly enough.

#### **4) Hour Markers Falling Off**

Sometimes, the hour markers will fall off or might even be missing altogether. This happens quite often, and there's really nothing that can be done about it.

#### **5) Dirt on Dial**

A much less common problem, only about 1 out of 3 Japan-made replicas will have any dirt/particles appear on their dials. Usually, it's just very tiny hairs, or negligible specs of dust. This isn't exactly a big problem, but can still happen on them.

## **Top 5 Problems with Top Quality Japan-made Replicas**

### **1) Movement Problems**

Since they don't use Swiss-made movements (just Japan-made automatic movements), they are prone to sweeping second hand movements. Usually, the sweeping second hand will choke a little bit while sweeping (something that happens with Asian-made and regular Japan-made replicas). And like other Asia-made replicas, they will eventually encounter movement problems that can cause them to stop working if not serviced regularly.

### **2) Gold Wearing Off**

Usually a less serious problem in the short-term, the single-wrapped gold models will eventually wear off. Single-wrap is basically gold-filled, or very thick gold plating. Any type of gold plating will eventually wear off if not cared for correctly (tips for caring for the gold is listed below).

### **3) Crown Problems**

The crowns constantly don't screw in solidly like a genuine Rolex, and require repair or replacement so that the threaded crowns will screw in smoothly.

### **4) Water Damage**

Although they are supposed to be waterproof, water has been known to somehow get into the watch.

### **5) Stainless Steel Rusting**

Some sites ship bands with non-solid stainless steel bands. What happens after a while is the stainless steel starts to wear off, or corrode. Read our tips below on how to care for the gold on your watch, and you can use the same techniques to care for the stainless steel on your watch as well.

## **Top 5 Problems with Genuine Swiss-made Replicas**

### **1) Movement Problems**

Like all other watches, the most common problems with these are movement problems. Not to alarm consumers (because it is not nearly as bad as the other replicas), but if we were to name the most common complaint, it would be loss/gain of time. However, this can rarely be professionally detected, because customers sometimes just don't know how automatic movements work. They don't know that you have to keep the watch in motion in order to keep it running.

Another problem is the sweeping second hand does not become as smooth after a year because it was not serviced. Known as a movement overhaul, each part needs to be removed and cleaned regularly. If not done regularly (like any other Swiss-made watch), the movement will not run as smooth as it should.

To reduce 90% of the problems, just service your watch regularly. It has a genuine Swiss-made movement that should be taken care of.

## 2) **Gold Changing Color**

Keep the watch away from salt water!! Read our tips below for caring for the gold. If the watch is touched in salt water, wash it many times with soap and the color will turn back to normal. This doesn't mean the gold is wearing off – gold reacts with salt and will discolor (like any genuine Rolex watch will as well). Never swim in the ocean with it.

## 3) **Date Adjustment Problems**

Some consumers report problems changing the date. The easiest explanation for this is that the movement has been jammed. Never, ever push the crown in too hard, or pull it out too hard. Once the movement has been jammed, you will not be able to adjust the date or time of the watch.

Always adjust the time/date on the watch very carefully (this applies to all watches).

## 4) **Chronograph Problems**

Daytona replicas are known to have some problems with the hands of the chronographs not aligned properly. Basically, the hands are ticking, but do not align exactly at the 12 o'clock position and can be a dead giveaway.

## 5) **Water Damage**

A popular Swiss-made replica problem, this is due to the fact that many people open the backs of the watches themselves but don't have the correct tools to screw it back on tightly. Never, ever unscrew the back of the watch unless you have all the proper tools. Make sure also to screw the crowns in tightly.

# Primary Problem with Replicas

This is the primary problem with Rolex replicas, which surpasses all the other problems. It applies to every single replica out there, not only Rolex replicas. No matter what the make or quality of the replica, this problem will affect it. And the problem is...

How will you get it serviced/repaired?

Each and every replica website on the Internet will be shut down eventually. It could be as soon as one month, or as long as a year. But eventually, the website will be shut down. And once the business is gone, what will happen to your warranty? It is also gone (assuming the dealer does not ignore your warranty requests to begin with).

As mentioned, most replica problems start out with the movement, or the mechanics of the watch. And the main reason this happens is because the watches are never serviced (or manufactured properly to begin with).

Like any Swiss-made watch, genuine Swiss-made replicas need to be serviced once a year to run smoothly for decades. But there are many obstacles to servicing your watch properly:

- Most jewelers won't even touch a replica watch

- Rolex authorized repair centers will definitely confiscate your watch. We've heard similar stories from customers who tried to have them serviced at jewelers, who refused to hand back the watch. When the police got involved, the jeweler simply handed it over to an authorized Rolex dealer.
- Parts for replicas are not readily available. Jewelers who work on your watch WILL Charge you according to genuine Rolex parts and prices, which is an arm and a leg. A new Rolex crown? Over \$200. Movement repairs? \$120 per hour.
- Some jewelers will report your watch to Rolex

The key is to know your jeweler before handing over your watch! Go with a referral from a friend, or if you know a friend who has long-time relationships with jewelers. Avoid jewelers you don't really know, because a lot will either be too scared to service replicas (they think it's illegal), or they will try to keep it for themselves.

## Tips for Caring for the Gold

The gold is never 24k gold, even on the genuine watches. There are 2 reasons for this. The first reason is because 24k gold is very soft, and will stretch considerably (please note that all gold bands will stretch naturally). The second reason is because 24k gold is extremely expensive. 18k gold is 75% gold mixed with an alloy, whereas 24k gold is 100% pure gold. The advantage of 24k gold, however, is that it is extremely corrosion-resistant.

Corrosion will be your worst enemy for any type of non-pure gold products (24k is considered pure gold). This will happen on solid or triple-wrapped watches. Technically, this means something is "eating away" at the gold. In 90% of the cases with our watches, this is an acidic material – usually salt water or human sweat. Pure 24k gold is very corrosion-resistant and durable because it is the most non-reactive of all metals (this makes it an excellent source for conducting electricity in space shuttle wires, or other critical environments).

Pure gold itself does not corrode, but its primary alloys with copper or silver will do so forming very dark chemical compounds under moist or wet conditions. If you perspire, fatty acids released by your body can cause corrosion of non 24k gold. This problem can be worse in coastal and humid areas where sea salt in the air combines with perspiration and discolors skin. The chlorine, which is routinely added to the swimming pools and spas, is one of the worst enemies of gold. Corrosion can weaken gold's structure, eventually leading to breakage.

Please understand corrosion is a property of 18k gold itself – it will happen even on the genuine watches. It is not because of poor quality on the replicas.

The long-term effects of corrosion will cause solid 18k gold to turn a very dark color, and will cause triple-wrapped gold to slowly wear off. The best remedy for corrosion is prevention.

To prevent corrosion, it is best to wash the gold parts with soap to neutralize the acid caused by salt and sweat. The more you wash it, the better. Make sure to dry the watch off completely after you have washed the gold parts off with soap. Our recommendation is to take it off when you feel yourself sweat excessively and wash it in soap. We recommend taking just 5 minutes of your time each night to wash the gold parts of the watch with soap, rinse it with water, then dry it completely.

The most frequently asked question we get from customers is – “Will the triple wrapped gold fade off?”

And the answer we give them is the same every time – “If you take care of it, no. If you wear it like a \$20 cheap watch, even solid gold watches can turn into a problem for you.”

The best way to care for the cheaper single-wrap and gold plating watches (on anything other than genuine Swiss-made replicas) is to apply a coating of clear nail polish over the gold. This will have a glossy look, but at least the gold will not fade. If the glossy look turns out to be a problem for you, then apply it only on the insides of the bands so the gold does not wear off.

The information you have just read above will never come with the genuine watches. But we feel it is only fair if we are completely honest with you and let you know about the natural properties of gold. After all, if you are paying \$15,000 for a watch, they probably don't want you to think there are any flaws with it...

## How Replica Warranties Work

No dealer on the Internet repairs watches themselves. If you have a problem with your watch, and assuming the website is willing to have it repaired, they will send it back to the supplier for a repair/exchange. The process goes like this:

1. You complain to dealer that your watch has a problem (ALWAYS ask nicely... if you yell and scream, most will just ignore you or purposely not repair your watch)
2. You ship your watch back to the dealer, who then sends it off to the supplier to be repaired
3. The supplier repairs/exchanges the watch and returns it back to the dealer
4. The dealer ships the watch back to you

If you notice, the dealer loses twice the shipping cost (\$30 one-way) each time you return a watch. That's \$60 it costs the dealer each time you have a problem with your watch. Can you understand why dealers avoid customers when they complain?

## New Warranty Innovation

Eurofakes has been advertising that they have a third-party Swiss-watch repair service who will service/repair your watch for its lifetime, regardless of when Eurofakes goes

out of business (because of lawsuits, etc.). This tempting offer is reinforced by a 50% discount from the repair service for any problems with your Swiss-made replica.

We emailed [swissrepairs.com](http://swissrepairs.com) and they said that indeed, the deal did exist. If you own a replica watch, we advise that you contact [swissrepairs.com](http://swissrepairs.com) if you have any other problems with it because they are willing to work with replicas.

## Summary

I hope you're much more informed about the problems that can occur with your Rolex replica, before you purchase it. Don't be scared off by any of these problems – every product you purchase will have problems. The difference is we will inform you of the problems with Rolex replicas in advance, while other companies won't inform you about problems with their products.

Don't think that a so-called warranty policy will protect you from everything, because it doesn't. Take the necessary steps to see what problems can occur with your replica watch, and do whatever you can to solve the problem yourself. You will notice a lack of communication with your dealer once the problems start happening with your watch.