

# M.A.D. EDITION MAXIMILIAN BÜSSER

## **My code is not working.**

Please get in touch with us at [info@madgallery.ch](mailto:info@madgallery.ch); we will provide you with a new unique access code. Please be ready with your credit card in hand (or PayPal) when clicking on M.A.D.Editions page.

Kindly note that the M.A.D.Editions page is only accessible using your unique code.

The unique code is a 1-time use.

## **I have a winning ticket but do not want to order my M.A.D.Edition anymore.**

In the event that your name has been drawn from the raffle, you are under no obligation to effectively place an order and purchase the M.A.D.Edition.

## **Can I transfer my winning ticket to someone else?**

Raffle tickets are strictly personal and linked to your email address, and a third party cannot use your unique access code.

## **Can I ask for faster delivery?**

Deliveries are scheduled on a first-come, first-serve basis. We love all our M.A.D. Enthusiasts equally, please understand that we cannot favor anyone, as it would delay others.

## **Can I pick up my M.A.D.Edition in a M.A.D.Gallery?**

Suppose you chose a store pick-up while ordering your M.A.D.Edition, it would only be possible at the Geneva M.A.D.Gallery, and will not change your estimated delivery timeframe.

Other M.A.D.Galleries and MB&F Labs do not carry M.A.D.Editions, and we, therefore, will not be able to ship any M.A.D.Editions to them.

## **Will I pay taxes upon delivery?**

M.A.D.Editions prices [do not include import duties and other applicable taxes](#). These are the customer's responsibility and will be billed to you by DHL or your local customs authority on delivery.

## **Can you decrease the value for customs?**

Customs declarations need to match the commercial invoice provided to DHL. Decreasing the value stated on the invoice is not an option, as it would be illegal.

**What shipping services do you use?**

All orders will be shipped free of charge via DHL International Priority.  
We ship worldwide except for Mainland China, Crimea, North Korea, India, Russia & Ukraine.

**Could you ship with another shipping provider?**

Sorry, all orders are shipped with DHL.

**How long is your warranty, and what is covered?**

M.A.D.Editions come with a 24-month international warranty starting from the date of delivery.

Please refer to M.A.D.1 international warranty available here: [https://www.madgallery.net/mad-gallery/creators/images/mad-edition/MAD-Edition\\_warranty.pdf](https://www.madgallery.net/mad-gallery/creators/images/mad-edition/MAD-Edition_warranty.pdf)

**How often should I have my watch serviced?**

To ensure good movement lubrication, we recommend a complete service every 4 to 6 years. Service will be carried out through MB&F only.

**Can I order an additional strap?**

Additional replacement straps will soon be available on our eShop. The price will be CHF 80, excluding taxes & shipping. Please get in touch with us to gain access to the web page.

**Are there other strap options?**

Depending on the M.A.D.The only strap colors available are those delivered with the watch. If you want a bespoke strap made by your favorite strap manufacturer, we are happy to provide you with the strap's blueprints.