

M.A.D. EDITIONS

Raffle rules :

- Participants can only participate once.
- If your ticket is drawn, the purchase of the M.A.D.IS is governed by our [General Conditions and Terms of Sale](#) and our [Privacy and Cookies Policy](#).
- In the context of the raffle, your data shall be processed in accordance with our [General Conditions and Terms of Sale](#) and our [Privacy and Cookies Policy](#).
- Deliveries of the M.A.D.IS will **start in October and continue until April 2025**.
- The price displayed includes 8.1% Swiss VAT, automatically deducted for international orders. If we offer complimentary worldwide shipping, **please note that local customs duties and taxes, such as VAT in the delivery country, are the buyer's responsibility**. For international purchases, the Swiss VAT will be waived at check-out, and **the carrier will charge the VAT and duties of the destination country during customs**.

Frequently Asked Questions :

Technical issues :

The Check-out button does not work.

You can right-click on the button and choose "open in a new tab" to go to the next step. The check-out button sometimes does not operate depending on the browsers, the pop-up setting, and the device.

I cannot access my account or reset my password.

Even if you participated before, you might have never created an account on the eShop. This is why you cannot access an account or reset a password.

You can "*continue as a guest*" for a swifter checkout. If you have participated once, it will still be linked to one of the previous participations.

The pick-up option does not work.

If you are ordering with a VPN or from abroad, the Geneva Gallery might not appear as an option. You can click "*Change my location*", select Switzerland, and input Rue Verdaine 11, Geneva. It will make it appear :-)

The pre-authorization does not work.

First, please try again by registering "as a guest" and not on your account. We are still investigating the reasons for this glitch, but it might help in the meantime.

Then, even if no transfer occurs, pre-authorization only works if you have the necessary funds and limits. Indeed, the bank ensures the funds are available to transfer if you win. Please first contact your bank to ensure they can pre-authorize the payment. If the problem persists, you can of course contact us.

Raffle system :**You mentioned that previous participants who lost had twice the chance. How does this system work?**

Our system automatically gives you a 'double registration' if your email has been used in any previous raffle without winning. This means you don't have to register twice to increase your chances.

I have participated three times; does it mean I have three times the chance?

We cannot provide proportional chances because our small team cannot handle the extensive data processing required for such a complex system. Many people participated with different emails across the last four raffles. With an average of 25,000 registrations per raffle, the data reconciliation would make it impossible for us to be accurate.

When will be the next raffle? How can I be sure that I am notified?

The next raffle will take place in the first half of 2025:
<https://shop.madgallery.ch/products/m-a-d-editions-raffles>

Payment and transfer :

I see the amount being deducted from my bank account. Has the transfer been made?

If you see a deduction from your bank account, it's a visual representation only. No actual transfer will occur until the raffle results are announced. If you win, the transfer will happen. If not, the authorization will be canceled, and the money will stay in your account.

What happens if I win?

If you win, the pre-authorized funds will automatically be transferred, and the order will be confirmed. If not, the authorization will be canceled.

Shipping and delivery:

When would my watch be delivered?

Our team needs time to craft and ship all the watches so that deliveries will occur between October 2024 and April 2025. We'll provide a more precise delivery timeline between mid- and end-September.

Can I ask for faster delivery?

Deliveries are scheduled on a first-come, first-served basis, as we love all our M.A.D. Enthusiasts equally, please understand that we cannot favor anyone, as it would delay others. If the option of Express Delivery is available, kindly note that it only applies to the shipment once shipped. It does not impact the shipping date. We advise you not to opt for it.

Can I pick up my M.A.D.1S in a M.A.D.Gallery or Lab?

This 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, cannot 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 in the country of delivery. 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.

Can I change my shipping address after placing the order?

Once the order has been shipped, changing it is usually tricky and not guaranteed. Hence, please update us before shipping if a change is needed.

How can I track my order once it has been shipped?

You will receive the tracking number automatically once it is shipped.

Product and accessories :

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.Editions international warranty available here:
https://www.madgallery.net/mad-gallery/creators/_images/mad-edition/MAD-Edition_warranty.pdf

How often should I have my watch serviced?

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

Are there any guidelines or recommendations for wearing and using the M.A.D.IS watch?

Despite its sporty look, the M.A.D.I is not a sports watch. We recommend not using it as a sports watch (no swimming or high-intensity activities) to prevent damage.

Can I order an additional strap or buckle?

Additional replacement straps will soon be available on our eShop. The price will be CHF 80 for a strap and CHF 150 for a buckle, excluding taxes and shipping. Please get in touch with us to access the hidden web page.

Are there other strap options?

Depending on the M.A.D.Editions, the only strap colors available are those delivered with the watch. You can check the Delugs straps, endorsed by MB&F, which offers plenty of options, including rubber. If you want a bespoke strap made by your favorite strap manufacturer, we will provide you with the strap's blueprints.

What should I do if I encounter issues with my watch after delivery?

Unfortunately, damage can happen during transit, even if this happens very rarely. We will gladly assist you in either changing or repairing your watch as soon as possible. You can contact us at info@madgallery.ch.

Can I visit the manufacturing facilities to see how the M.A.D.Editions are made?

If the M.A.D.Editions watchmakers assemble the watches in Geneva, their facilities are unavailable for visits. We would gladly welcome you to the M.A.D.House, where MB&F are made and M.A.D.Editions are created! Here is the link to register for the public visit: <https://www.mbandf.com/en/mbandf/visit>

Can I customize certain features of the watch before placing an order?

Unfortunately, our team is too small to be able to accept customization requests, whether it is engraving, choice of the serial number, or autograph from Max.