

**Repair Rolex Submariner Ref: 5512
in Surfside, Florida**

Good afternoon William,

I hope this email finds you well. The service on your Rolex is in progress. As part of the Gray & Sons service experience, we would like to share with you a photo of your watch as it passed through one stage of work towards completion.

Other service providers may claim to fully and completely service your watch, but we are old-fashioned and want to show you the work, rather than just tell you about it. As you can see, we totally disassembled your watch down to its individual components. Movement parts will be put through a multiple-stage cleaning process that will use three different solutions to wash away all the accumulated dirt and old lubricants. We will then re-assemble your watch piece by piece, wheel by wheel, screw by screw, and apply four different synthetic oils to get the watch running perfectly.

We will do the final adjustments, automatic testing on winding wheels and, after a period of quality control, your watch will be returned to you calibrated to perform within manufacturer's specifications. You will have a two year warranty on the performance of the movement.

Based on our watchmaker's observations of your watch, the external parts such as the crystal and crown are all original and have not been altered as part of this service. No internal parts seem to require replacement.

I hope you enjoy this peek inside your special timepiece. Check with your watch-loving friends to see if they have similar photos of any of their watches.

Thank you

Pedro | Repair Manager

