






# M.A.D. EDITIONS

## M.A.D.2 – Frequently Asked Questions

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## **About the Raffle**

### **How does the raffle work?**

The only way to get a M.A.D.2 is through a random draw. If selected, you win the right to purchase the watch.

### **When will the raffle results be announced?**

Winners will be notified on **April 8, 2025**.

### **How many watches are available in the raffle?**

**1,500 M.A.D.2 GREEN** pieces will be allocated through the raffle.

### **Can I enter if I'm not a previous MB&F or M.A.D. client?**

Absolutely! The raffle is open to everyone.

### **Can I enter more than once?**

No. Only one entry per person is allowed.

### **What if I entered a previous raffle and didn't win?**

Yes! If your email was used in any previous raffle and you weren't selected, our system automatically grants you a double chance for this M.A.D.2 raffle. You don't need to sign up twice or email us—the system recognizes your past entry and boosts your odds behind the scenes.

### **Can I cancel my participation after entering?**

No. If your name is drawn, **the sale is final**. The pre-authorization confirms your intent to purchase, and the watch cannot be re-allocated.



## Payment & Pre-Authorization

### What is a pre-authorization?

It's a temporary hold on your card. You're not charged unless you win.

### Why is it used?

To ensure fairness, prevent bots, and confirm you genuinely want the watch.

### What payment methods are accepted?

We accept credit cards and PayPal.

### My card was declined or expired—what should I do?

Unfortunately, if your pre-authorization fails, your entry will not be valid. We recommend verifying that your payment method is up to date before participating.

### I see a deduction on my bank account—have I been charged?

No. It's just a **hold**. It will be released within a few days if you don't win. If you do win, it will be charged automatically.

### What happens if I win but no longer want the watch?

The pre-authorization ensures fairness. **All confirmed wins are final**, and watches will not be reallocated.

## **Technical Issues**

### **I can't check out—what should I do?**

Right-click the checkout button and select "Open in new tab." Also, check browser pop-up settings.

### **The pre-authorization failed—why?**

You may not have had sufficient funds or an eligible card. Check with your bank or try another payment method next time.

### **How do I know if my raffle entry went through?**

You'll receive a confirmation email once your pre-authorization and entry are complete.

## **The Watch**

### **Is there any technical difference between the Green and Orange editions?**

**No.**

No. Both share the same specifications. The Green edition is available via raffle. The Orange edition is reserved for:

- Friends: suppliers and collaborators who helped build MB&F.
- The Tribe: owners of MB&F pieces (not M.A.D.Editions)

### **Can I customize my watch?**

No, we cannot accommodate personalization (no engravings, serial number selection, etc.).

### **Is the M.A.D.2 a sports watch?**

Not really. While it's robust, it's not designed for sports or water activities.

### **Will the M.A.D.2 be available again in the future?**

We have many exciting projects coming up. The M.A.D.2 may return someday in new forms—the M.A.D.Editions are only just getting started!

### **Can I still buy a M.A.D.1 or M.A.D.1S?**

Those models were sold through past raffles and are fully allocated. They might return in future editions, but in another form.



## **Shipping & Delivery**

### **When will the watches ship?**

Deliveries will occur from **April to October 2025**, following the order in which the pre-authorizations were completed. This means that the earlier you complete the raffle pre-authorization, the earlier you'll be scheduled for delivery.

### **Can I request early delivery or express shipping?**

No. All deliveries follow a first-come, first-served logic. Express shipping only speeds up transit, not dispatch.

### **Can I change my shipping address before the watch is shipped?**

Yes. Please get in touch with us at [info@madgallery.ch](mailto:info@madgallery.ch) before shipping.

## Which countries do you ship to?

We ship worldwide, except for:

- Mainland China
- Crimea
- North Korea
- India
- Russia
- Ukraine

## What about taxes and duties?

Swiss VAT is automatically removed for international orders. **Local VAT and import duties are the buyer's responsibility**, and DHL or your local customs authorities will charge them.

## What shipping service do you use?

All orders are shipped via **DHL International Priority**, free of charge.

## Can I pick up my M.A.D.2 in person?

Yes, but only at the M.A.D.Gallery in Geneva, Switzerland. Other MB&F retailers or Labs do not carry M.A.D.Editions cannot be used for pickup.

## Can I switch from shipping to in-person pickup?

Yes, but you'll need to:

- Cancel your existing order
- Wait for the pre-authorization to be released
- Place a new order (with Swiss VAT applied for in-person pickup)

Don't hesitate to get in touch with us at [info@madgallery.ch](mailto:info@madgallery.ch) for assistance.

## **After-Sales & Support**

### **What's the warranty?**

Your M.A.D.2 comes with a **24-month international warranty** from delivery.

 [View warranty details](#)

### **How often should I service my watch?**

We recommend a complete service every **4 to 6 years**. Only MB&F is authorized to perform service.

### **Can I order an extra strap or buckle?**

Yes. Replacement straps (CHF 80) and buckles (CHF 150) will soon be available. Contact us for access.

### **Are there other strap options?**

You can explore custom straps from makers like **Delugs** or use our **strap blueprints** for bespoke orders.

### **What if my watch arrives damaged?**

It's infrequent, but we'll help repair or replace it quickly if it happens. Contact us at [info@madgallery.ch](mailto:info@madgallery.ch).

### **Can I visit the M.A.D.Editions workshop?**

The assembly site isn't open to the public, but you can visit the **M.A.D.House** in Geneva.  [Book a visit](#)

## **Next Editions & Communication**

### **Will there be future raffles or editions?**

Yes! We have many exciting new M.A.D.Editions in the pipeline.

### **How can I stay informed?**

Follow us on **Instagram** and sign up for our **newsletter** via our website.

### **Where can I see detailed photos or videos of the M.A.D.2?**

Find visuals, specs, and more on the [M.A.D.2 product page](#) or our **Instagram** @m.a.d.editions.