

# SWISStime care, Inc.

## Repair and Service Request Form

In order to expedite your repair process, please complete, print, and return this form with your timepiece.

### Instructions

1. Complete all of the requested information.
2. For the protection of your timepiece against any shock, we suggest you pack it securely in a padded wrapping material and ship it in a sturdy box, well sealed with tape. **Please do not** use or send us the original box of your watch (we will not be responsible for any watch boxes we receive). Include your warranty card or a legible copy of the original sales receipt if your watch is still within the warranty period. If your watch is out of warranty, you will receive an estimate indicating all repair costs.
3. Ship via the courier of your choice, but be sure to choose a method that allows you to track the package. Remember to insure the watch for its full replacement value.

### Important Information

For security reasons, when we ship back the timepieces, they are returned via UPS, insured, and with a **SIGNATURE REQUIREMENT**. Therefore, please provide a daytime address where someone will be available to **SIGN** for the package. If UPS is unable to obtain a signature after 3 attempts, the package will be returned to **SWISStime care, Inc.** and additional fees will apply to send the package again.

**Note:** Addresses for the return of your watch cannot be a PO Box.

| Billing Address |                      |
|-----------------|----------------------|
| Name            | _____                |
| Address         | _____                |
| Address         | _____                |
| City            | _____                |
| State           | _____ Zip Code _____ |
| Tel             | _____                |
| Fax             | _____                |
| E-Mail          | _____                |

| Shipping Address |                      |
|------------------|----------------------|
| Name             | _____                |
| Address          | _____                |
| Address          | _____                |
| City             | _____                |
| State            | _____ Zip Code _____ |
| Tel              | _____                |
| Fax              | _____                |
| E-Mail           | _____                |

### Watch Information

Brand \_\_\_\_\_ Model # \_\_\_\_\_ Serial # \_\_\_\_\_

### Watch Problem(s) / Estimate Request

|  |   |                                    |                                 |  |
|--|---|------------------------------------|---------------------------------|--|
| Watch problem:                         |   | Estimate for new:                  |                                 |  |
| -Stopped <input type="checkbox"/>      | -Not holding power <input type="checkbox"/>       | -Strap <input type="checkbox"/>    | -Dial <input type="checkbox"/>  | -Pushers <input type="checkbox"/>                |
| -Runs Slow <input type="checkbox"/>    | -Date not changing <input type="checkbox"/>       | -Bracelet <input type="checkbox"/> | -Hands <input type="checkbox"/> | -Case <input type="checkbox"/>                   |
| -Runs Fast <input type="checkbox"/>    | -Second hand jumps <input type="checkbox"/>       | -Clasp <input type="checkbox"/>    | -Bezel <input type="checkbox"/> | -Polish case / bracelet <input type="checkbox"/> |
| -Condensation <input type="checkbox"/> | -Chronograph malfunction <input type="checkbox"/> | -Crystal <input type="checkbox"/>  | -Crown <input type="checkbox"/> | -Extra link(s) <input type="checkbox"/>          |

Other / Comments: \_\_\_\_\_