



Service/Warranty Repair Form

Brand / Model

Serial No

Purchased where?

Purchase date (month/year)

Reason for repair/warranty

If your watch has been in repair before, please specify date, location and reason

I would like a quote up front
(quote cost: \$40 – will be credited if job proceeds) Yes No

Full name

Email

Phone

Please call me once the watch is back from repair Yes No

Please send the watch back to the following address:

Full name

Street address

Suburb

Country

Postcode

Mobile

Return shipping via insured delivery – please select your preferred method of delivery based on the info provided.
Please note: Toll Priority can only be used if the delivery address is attended on the day of delivery, otherwise additional redelivery charges will apply.

Toll Priority (and I confirm the address will be attended)

Post Express

- 1) Cost \$35 – Fast and reliable but delivery address needs to be attended during business hours – good to use a work address
- 2) Cost \$35 – Can take up to 3 days but item can be picked up at the next Post Office if no one is at home when delivered

Warranty

Your warranty is valid on manufacturing faults only, for two years from the date of purchase (can be more depending on model, please check your handbook). Issues relating to trauma, incorrect usage or unauthorised service works are not covered by warranty.

I understand my watch is only insured during transit, whilst at Define Watches, to a max of AUD\$10,000 current market value.

NB: OPTION – if you wish to increase the automatic insurance for your watch whilst it is at Define to more than AUD \$10,000 market value, an additional Hand-to-Hand Secured Transit Service for items valued between \$10,000 - \$100,000 is available for a flat fee of \$900. For this additional service please inquire via email to info@definewatches.com.au

When claiming a repair under warranty please forward: **your watch along with a copy of your warranty card, plus a copy of the sales invoice if the watch was purchased outside Australia.**

Please ship to: Define Service, Shop 5 / 2 Quamby Place NOOSA QLD 4567

We recommend shipping your watch to us via Express post with signature on delivery or insured courier. Although not necessary, you might wish to consider extra insurance coverage as we, Define, will not be responsible for any lost or stolen items before they arrive here. Once at Define your watch/items are insured until they are delivered back to you.

General maintenance repairs and service

We recommend that you have your timepiece inspected every 3-4 years (or as recommended in your manual) by our authorised service centre in order to perform routine maintenance of all mechanical parts and check seals and water tightness where applicable.

Date

Signature