

Date: \_\_\_\_\_

## THE SWISS CLOCK

4703 Prescott Ave. Ste. 3  
LINCOLN, NE 68506  
(402) 405-0788 - (402) 557-0533  
info@theswissclock.com

**THIS WATCH RETURN FORM MUST BE INCLUDED  
WITH YOUR WATCH WHEN SENDING IT IN FOR REPAIR.  
- ONE FORM PER WATCH -**

### RETURN INFORMATION: PLEASE PRINT CLEARLY

CUSTOMER FIRST NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ APT / SUITE# \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

HOME PHONE #: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

### REPAIR INFORMATION:

IS THE WATCH RUNNING:  YES  NO

IS THE WATCH UNDER WARRANTY:  YES  NO

NAME OF WATCH #: \_\_\_\_\_ MODEL #: \_\_\_\_\_

DESCRIBE YOUR WATCH PROBLEM / REPAIRS REQUESTED:

\_\_\_\_\_  
\_\_\_\_\_

### CUSTOMER PAYMENT INFORMATION:

**CREDIT CARD INFORMATION MUST BE FILLED FOR ALL REPAIRS AND ESTIMATES.**

| PAYMENT METHOD  |
|---|
| CREDIT CARD INFORMATION   |
| SELECT:<br><input type="checkbox"/> MASTERCARD<br><input type="checkbox"/> VISA<br><input type="checkbox"/> DISCOVER<br><input type="checkbox"/> AMERICAN EXPRESS |
| CARD #:   |
| EXPIRATION DATE: ____/____/____ 3 OR 4 DIGIT SEC. CODE: _____   |
| NAME ON CARD  |
| BILLING ADDRESS   |
| SIGNATURE REQUIRED FOR CREDIT CARD PAYMENTS:  |

DID YOU...

- . Remember to enclose your watch
- . Include one form per watch
- . Enclose a copy of your proof or purchase(s) if under warranty?
- . Enclose full payment information

### WARRANTY REPAIRS:

#### ALL WATCHES UNDER WARRANTY MUST INCLUDE:

- 1) A WARRANTY CARD STAMPED BY THE SHOP WHICH SOLD THE WATCH, WATCH MODEL OR REF #, SERIAL # AND DATE MUST BE FILLED
- 2) CHARMEX WATCHES WARRANTY IS STAMPED ON THE ONE BEFORE LAST PAGE OF THEIR WARRANTY BOOKLET.
- 2) IF YOU DON'T HAVE A VALID WARRANTY CARD, A PROOF OF PURCHASE WHICH INCLUDES THE NAME OF THE STORE, DATE OF PURCHASE, THE WATCH MODEL AND SERIAL NUMBER MAY BE PROVIDED. WE WILL HAVE TO SUBMIT A COPY OF YOUR RECEIPT TO THE MANUFACTURE IN SWITZERLAND TO RECEIVE A CONFIRMATION BEFORE WE PROCEED WITH THE REPAIR. THAT MAY DELAY THE REPAIR PROCESS.

#### ESTIMATE ONLY FEES: (Waived if repair is accepted)

|                         |                         |
|-------------------------|-------------------------|
| Simple quartz watches   | \$15 + \$20.00 shipping |
| Quartz chronographs     | \$35 + \$20.00 shipping |
| Mechanical watches      | \$45 + \$20.00 shipping |
| Mechanical chronographs | \$65 + \$20.00 shipping |

#### SHIPPING INSTRUCTIONS:

We recommend that you wrap your watch with bubble wrap and send it via an traceable carrier, such as UPS, FedEx or USPS insured mail. If you have a metal bracelet, make sure you protect it from contacting the watch case to avoid possible damage in transit. - Do NOT send the original box.

If our have questions, please contact our Customer Service at (402) 405-0788 or (402) 557-0533 or (402) 430-6140 **Please allow 5-10 days for an estimate on your watch and 4 to 8 weeks for all repair depending on parts availability. Complete overhaul on all timepieces come with a 2-year warranty. Partial repairs come with a 6-month warranty.**