



## Repair and Service Request Form

Please complete, print and return this form with your watch so we can expedite the repair process. With this form, you can type directly into the sections that request information. Thank you for doing business with Maryland Watch Works.

### Instructions

1. Complete all of the requested information in Sections I, II, and III.
2. Pack your watch securely in padded wrapping materials (for protection against shock) in a sturdy box sealed with tape. PLEASE DO NOT use or send us the 'gift' box your watch came in. Include your warranty card or a 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 a Service Estimate indicating all repair costs. Your approval of the Service Estimate is required to complete the watch repairs.
3. Ship your watch to MWW via the courier of your choice, but please choose a method that allows you to track the package for security reasons. Remember to insure the watch for its full replacement value!
4. After we receive your watch, we will perform a thorough inspection in order to provide you with a Service Estimate.
5. You will receive a Service Estimate at the email address you have listed that describes all of the work that is required, the cost (if no longer under warranty), and the approximate time it will take to repair your watch. If no email address is provided we will then mail a copy to you.
6. Your approval of the Service Estimate is required to complete the watch repairs. You may also refuse the Service Estimate and no service will be performed. We will return your watch to you in the condition in which it was received.
7. Pre-Authorization - See Section III below
  - a. If you have preauthorized your repair order up to a specific amount and provided MWW with your credit card information, and the repair is estimated by MWW to cost less than that amount, then your repair order will automatically be proceeded and no estimate will be mailed to you.
  - b. If you have not preauthorized a specific amount for your repair order, or the estimated cost of the repair goes above the preauthorized amount, a Service Estimate will be emailed to you. No work will be completed on your watch until you have approved the repair and have provided MWW with your payment information. To do this, you can either call MWW Customer Service, or mail the Service Estimate back to MWW with the appropriate information. Further details are provided at the bottom of the Service Estimate.

Important Information (for USA and CANADA only) For security reasons, our service and repair orders are returned via a carrier with an ADULT SIGNATURE REQUIRED. Therefore, please provide a daytime address where someone will be available to SIGN for the package. If the carrier is unable to obtain a signature the package will be returned to MWW.

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**Section I. Personal Information (Please print clearly)****\*Required information**

Name\*:

Daytime Phone Number\*:

E-mail Address\*:

Mailing Address\*:

Note: Mailing address is for the return of your watch and cannot be a PO Box.

**Section II. Information About Your Watch**

Model, Description, Serial Number and/or Model Number located on back of Watch:

How long have you owned the watch?

☐ Less than 3 years☐ 3 to 5 years☐ 5 years or more

Date of Purchase:

Problem, Issue or Service Requested (check all that apply and comment as needed):

☐ Watch not Running☐ Strap/Bracelet☐ Links☐ Crystal☐ Dial/Face☐ Crown☐ Clasp☐ Hands☐ Moisture/CondensationHas your watch been repaired in the past 12 months? ☐ Yes ☐ NoDo you have a warranty card or sales receipt? (Please check all that apply.) ☐ Card ☐ Receipt ☐ None

Other/Comments:

**Section III. Pre-Authorization**

To expedite the evaluation and repair process, you can pre-authorize the repair\* up to a specific dollar amount. If you agree to pay for repairs up to the amount(s) below, **please check the appropriate box and provide a valid credit card number and signature (we accept Visa, MasterCard and American Express only in the U.S. and Canada).** MWW will then prioritize your watch repair. **NOTE: Pre-authorization can reduce the turnaround time by approximately 7 days**

**I authorize the amount below to proceed my repair order:**☐ Zero☐ \$50.00 or Less☐ \$100.00 or Less☐ \$200.00 or Less☐ \$500.00 or Less☐ \$1000.00 or Less

VISA, MC or AMEX #:

CVV:

EXP. Date:

Signature \_\_\_\_\_

Date:

**Note: If the Service Estimate is over the amount you checked, or if you do not pre-authorize an amount for repair service, we will NOT do any work until you contact us.**

**SHIPPING INSTRUCTIONS:** After completing the repair form, please carefully pack your watch and send it insured, to the address below. Don't forget to include this form with your watch. **MARYLAND WATCH WORKS 14N Potomac St Suite B3 Hagerstown, MD 21740**