TIMEXGROUP
Canada, Inc.

WATCH REPAIR FORM PLEASE FILL IN (PRINT LEGIBLY)

Name:_____ **Date:**_____

Address:_____ **Appt / Suite:**_____

City:_____ **Province:**_____ **Postal:**_____

Telephone #: Daytime: (_____ **)** _____ **-** _____ **ext.**_____ **Cell: (** _____ **)** _____ **-** _____

E-Mail: _____ **@** _____

Brief description of problem:_____

_____

Special instructions:_____

In-warranty* repair

Date of Purchase: _____ (Please include receipt and $12 (plus taxes) handling charge; if the item was a gift, provide approximate date.) *TIMEX Group Canada, Inc. reserves the right to determine warranty status

How to Prepare your Repair Request

To facilitate processing, please:

1. Send your parcel to:
   TG Service Center
   PO Box 2740
   Little Rock, AR 72203-2740, USA
2. Make sure your parcel has your return address and sufficient postage
3. Include this completed form in your parcel
4. Provide credit card details at the bottom of this page. **Repair requests whether in warranty or not will incur a handling fee of $12 (plus taxes). Please refer to the list of out of warranty repair charges on page 2 of this document or visit timex.ca/support. An example of an out of warranty charge for a battery change would be $15 + $12 handling fee (plus taxes). An example of an in warranty charge would just be the handling fee of $12 (plus taxes).**
5. Never include a special watch band or any other article of personal value in your parcel
6. Note that TIMEX Group Canada, Inc. is not responsible for parcels lost in transit to us; we recommend you insure your parcel

Warranty Information

TIMEX Group Canada, Inc. warranties its watches against defects of manufacture, for a period of one year from the original date of purchase.

Please note that TIMEX Group Canada, Inc., at its option, may repair your watch by installing new or thoroughly reconditioned and inspected components or replace it with an identical or similar model.

The warranty does not cover defects or damages to your watch:

1. after the warranty period expires,
2. if the watch was not originally purchased from an authorized TIMEX Group Canada, Inc. retailer,
3. from repair services not performed by TIMEX Group Canada, Inc.
4. from accidents, tampering, or abuse,
5. lens or crystal, strap or band, watch case (including bezel, stem, crown, push buttons), attachments or battery. TIMEX Group Canada, Inc. may charge you for replacing any of these parts.

Even a TIMEX may need an update, 50% off new watches in our Sale Section: timex.ca/sale

Payment Methods

Payment may be made by Visa or MasterCard, by completing the details below:

☐ **Visa** ☐ **Mastercard** **Name on Card:**_____

Acct.#: _____ _____ _____ _____ **Expiry:** _____ **/ 20**_____

Signature:_____

For a list of out of warranty repair charges please see page 2 or visit www.timex.ca/support

Out of Warranty Repair Fees

Type	**Cost CAD$** (Taxes applicable to all types of repairs)
Handling (applicable for all repairs)	$12
Major repair – Module/ Movement/ replacement	50% of SRP
Battery Change	$15
Leather band – standard*	$15
Leather band – premium**	$25
Velcro / Silicone/ Resin - standard*	$15
Velcro / Silicone/ Resin – premium**	$25
Metal band – standard*	$20
Metal band – premium**	$40
Integrated strap	$30
Rings/ Crystals/ stem & crown/push buttons etc. – standard*	$15
Rings/ Crystals/ stem & crown/push buttons etc. – premium**	$25

*Standard rate applies to watches with an SRP below $100.
** Premium rate applies to watches with an SRP of $100 and above.
Timex Group Canada, Inc. reserves the right to modify the fees at any time.