

Tendence Watch Repair Request Form

Processing

1. Send your parcel to:

TimeRevolution.com
C/o Tendence Timepieces
5250 Satellite Drive, Unit #13
Mississauga, ON L4W 5G5

2. Ensure your parcel has sufficient postage and a return address.
3. Please fill out your "ticket #" below and tear off and keep your copy.
4. Complete this form and include it in your parcel.
5. Be sure to include payment by check, money order or credit card (please fill out credit card portion)
6. Please ship your watch in a padded envelope. **DO NOT send your watch in the original gift box as it will not be returned to you.**
7. One form and one watch per padded envelope. Do not multi pack watches!
8. We are not responsible for lost or stolen articles that are in transit to us. We recommend that you insure your parcel.

Important Warranty Information

1. Under this warranty TENDENCE Timepieces will make any necessary repairs, which apply, at no cost to you the consumer.
2. TENDENCE Timepieces are warranted for a period of two years from the date of original purchase against defects either in material or workmanship.
3. During this period, the watch movement will be repaired or replaced (at the sole discretion of TimeRevolution.com) free of charge, if it proves to be defective in workmanship or materials under normal use.
4. Proof of purchase (**stamped**/dated warranty card by authorized dealer must include model and serial numbers) and / or copy of original receipt are needed to validate your warranty. If warranty proof is not satisfied you will be billed for the repair.
5. Non-Warranty repairs must accompany payment for return shipping & handling.
6. This warranty does not cover normal wear, scratches, accidents, misuse or neglect and is void if the watch has been opened or taken apart, or has been serviced by any party other than the authorized service center. *This warranty is voided by any servicing carried out by a non-authorized agent.*
7. This warranty does not cover batteries, straps, bracelets, crystals, stem/crowns, push buttons, bezels and gold-plating or cases.
8. Watches not originally purchased from an authorized TENDENCE Timepieces retailer will not be covered under warranty.
9. Any other warranty provided by your retailer is entirely their responsibility.
10. No persons or company is authorized to change the terms of this warranty.
11. Any repair needed that is not under warranty will be at the cost of you the consumer plus shipping and handling.

Shipping Charges

(Non-Warranty Repairs Only)

Standard Shipping	\$15.00
Diamond Watch	\$20.00
Gold Watch	\$30.00

Additional Charges

(please specify on your form if you wish to add on of the below charges to the above – this applies to warranty and non-warranty repairs)

Overnight	\$20.00
Rush Charge	\$20.00

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In order to avoid delays please fill out the form completely and send with your watch.

Name:		
Address:		
Tel: (Day)	Tel: (Evening)	Fax:
Email:		

Please provide the Model Reference of your watch _____, your serial # _____

Is this a Warranty Repair? Yes No

If yes what is the Date of Purchase (DOP)? ____/____/____ (mm/dd/yr)

You must include stamped/validated warranty card by authorized dealer (must include model and serial numbers) that clearly states DOP OR copy of original receipt to make a warranty claim. If adequate warranty information is not satisfied you will be billed for the repair of your watch.

***Note: TimeRevolution.com reserves the right to determine warranty status.**

Work Required

Provide Brief Description of the Issue:

If this is a non-warranty repair you may request an estimate. To expedite the process you may also provide an amount you are ok to go ahead with without an estimate. If the actual cost is less than this amount you will be charged the lesser amount. If the charges are greater you will receive an estimate for approval prior to us commencing the work.

Request Estimate

Go Ahead up to \$_____ (if more than this amount we will contact you and provide an estimate)

Additional Charges

Shipping & Handling Charges (SH)	Cost
<input type="checkbox"/> Standard Shipping (\$15.00)	\$
<input type="checkbox"/> Diamond Watch (\$20.00)	\$
<input type="checkbox"/> Gold Watch (\$30.00)	\$
Add-on Charges	
<input type="checkbox"/> Overnight (SH + \$20.00)	\$
<input type="checkbox"/> Rush Charge (SH + \$20.00)	\$
Total	\$

**plus applicable taxes*

Payment For Repair and/or Shipping	<input type="checkbox"/> Visa	<input type="checkbox"/> MC	<input type="checkbox"/> Amex	<input type="checkbox"/> Check/Money Order
Credit Card#:				Expiry: /
Name as it appears in Card:	Signature:			

(please makes checks payable to "TimeRevolution.com")

Repair Ticket #: _____ - _____
 Up to the first 8 letters of your last name last 4 digits of your phone number

Repair Ticket #: _____ - _____
 Up to the first 8 letters of your last name last 4 digits of your phone number