

# Shipping & Repair Authorization Form

**Customers:** One watch per form. Complete this side only.

Name: \_\_\_\_\_

\*Ship-To Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

\*Address YOU authorize us to mail your watch back to.

Phone: \_\_\_\_\_

\*E-mail - required: \_\_\_\_\_

**WATCH DESCRIPTION** (CIRCLE ALL appropriate info.)

Men's or Women's? \_\_\_\_\_ Mechanical /Quartz/Kinetic? \_\_\_\_\_

Yellow White Two/Tone Other: \_\_\_\_\_

Brand \_\_\_\_\_ Model# \_\_\_\_\_ Serial# \_\_\_\_\_

**Water Resistance Level** (look on caseback):

\_\_\_ 'Water Resistant' or 30m/3atm \_\_\_ Water Resistant 200m/20atm

\_\_\_ Water Resistant 50m/5atm \_\_\_ Water Resistant 300m or more

\_\_\_ Water Resistant 100m/10atm \_\_\_ No Water Resistant Markings

**IMPORTANT – ANSWER ALL QUESTIONS BELOW!**

Is the Watch Running? \_\_\_ Yes \_\_\_ No \_\_\_ Sometimes

When is the last time this watch was serviced? \_\_\_\_\_

Who serviced it? \_\_\_\_\_

What service was performed? \_\_\_\_\_

Please Describe the Problem: \_\_\_\_\_

(use back for more space)

Declared Value \$ \_\_\_\_\_ (subject to Proof of Value\* requirements)

Return Shipment Preference (indicate choice):

\_\_\_ USPS Priority Mail (insurance requested for value)

\_\_\_ USPS Registered Mail (additional fee applies)

## Service Contract/Terms & Conditions of Service

All quotes, repair fees, and watch parts are non-refundable. BestFix Watch Co., Inc. (BfW Co.) will only ship your watch to the address you specify on this form. We are not responsible for items lost or damaged in transit/shipping. The insurance value you declare (above) should be for a watch in working and repaired condition. If no value is declared, a default value of \$100 will apply. Only one watch per box (shipment) to us. BfW Co. is not liable for damages/defects to the watch present when the watch is received by us. The *limited repair warranty* extends only to BfW Co's re-attempts of the original repair subject to exclusions which include being exposed to abuse, neglect, modification, shock or **water damage** of any type. View our full policy at [www.bestfixwatch.com/Legal\\_Notice](http://www.bestfixwatch.com/Legal_Notice). Watch gift boxes will not be returned. It is against the law to represent a replica/novelty/fake watch as genuine or to repair a replica watch. Replica watches will be documented for law enforcement purposes, and returned unrepaired, insured for no value at the owner's expense. Invoices not paid within 30 days will result in watch forfeiture. Purchaser agrees to notify BfW Co. via email of any problem or concern with a repair that is in process or completed **PRIOR** to filing a complaint with a 3<sup>rd</sup> party. **If you decline our repair quote you will be assessed and liable for and agree to pay all applicable shipping fees and quote charges.**

**IMPORTANT: YOU MUST AGREE TO AND SIGN BELOW:**

I, \_\_\_\_\_ (print name) have read and **fully agree** to the Terms & Conditions of Service, and authorize Bestfix Watch Company to diagnose and repair my watch.

Legible Signature \_\_\_\_\_

Date \_\_\_\_\_

SEND in a RIGID BOX (NO gift box, NO envelope) TO:

BfW Company, Inc., 704 Pennsylvania Dr.

Denton, Texas, 76205, Fax # 480/287-8633

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# Service Tracking Form

Completed by Watchmaker ONLY!

## INTAKE:

Watch Received on: \_\_\_\_\_ via: USPS, UPS, FedEx, DHL

Package Condition: \_\_\_ Int. \_\_\_ Dmg (\_\_\_\_\_)

Insured or Registered#: \_\_\_\_\_

## INITIAL INSPECTION:

\_\_\_ Replica (no service)

\_\_\_ Scanned to file (\_\_\_\_\_)

## Intake Condition with Damage/Defect Notations:

\_\_\_ xtl (scratched, pitted, cracked, missing, fogged)

\_\_\_ case (scratched, dented, plating worn, rust damage)

\_\_\_ bracelet/band (scratched, dented, plating worn, broken, not-original, not present, leather worn)

\_\_\_ links/clasp (#links = \_\_\_, loose pins, clasp loose/broken)

\_\_\_ movement (unknown, non-orig., scratched, damaged)

\_\_\_ h20 (rust damage, oxidation, dial damage, hand damage)

\_\_\_ dial (dirty, chipped/cracked, lum. fading, missing markers/indices, scratched, rotated off center – dial feet)

\_\_\_ hands (lum.fading/cracking, missing, scratched, bent, misaligned, contaminated, loose under dial)

\_\_\_ crown (bent, non functional, missing, worn)

\_\_\_ pushers (missing, bent, worn, non functional)

\_\_\_ case back (scratched, gouged, dented, missing)

\_\_\_ bezel (scratched, faded, imp. rotation, loose)

\_\_\_ Other (\_\_\_\_\_)

\_\_\_ Running \_\_\_ Y, \_\_\_ N \_\_\_ Stepping

\_\_\_ Date & Comps. fx \_\_\_ Y, \_\_\_ N (\_\_\_\_\_)

## QUOTE PAYMENT:

\_\_\_ SC Paid date \_\_\_\_\_

\_\_\_ Ck, MO, CC# \_\_\_\_\_

\_\_\_ 1 \_\_\_, 2 \_\_\_, 3 \_\_\_\_\_

## DIAGNOSIS: \_\_\_\_\_

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Scan of Watch (above)