

Philip Stein Watch Repair Request Form

Processing

1. Send your parcel to:

TimeRevolution.com
C/o Philip Stein 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 page 2 of this form and include it in your parcel (we do not require the other pages)
5. Be sure to include payment by check, money order or credit card (please fill out credit card portion), this will expedite your repair.
6. Please securely package and ship your watch. The use of a padded envelope is recommended. **DO NOT send your watch in the original gift box as it will not be returned to you.**
7. Please complete one form per watch if sending in multiple repairs.
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 PHILIP STEIN will make any necessary repairs, which apply, at no cost to you the consumer.
2. PHILIP STEIN watches 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 PHILIP STEIN 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 (applies to warranty + non-warranty repairs)			
Standard Shipping (ON,PQ)	\$15.00	Standard Shipping (all other provinces)	\$16.95
Priority Overnight Shipping (and/or Diamond/Gold Watch)			\$25.00
Additional Charge			
Rush Charge	\$20.00	<i>(please specify on your form if you wish to add this charge to the above)</i>	

Processing Times	Regular Processing Time	Complicated Movements	Rush Requests
	2-3 weeks	3-4 weeks	3-5 business days

PHILIP STEIN®
Feel it

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

Name:		
Address:		
Tel: (Day)	Tel: (Cell)	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.

Please give brief description of problem:	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.		
	<table style="width:100%;"> <tr> <td style="width:50%; vertical-align: top;"> <input type="checkbox"/> Request Estimate </td> <td style="width:50%; vertical-align: top;"> <input type="checkbox"/> Go Ahead up to \$ _____ (if more than this amount we will contact you and provide an estimate, please consider shipping in addition to this amount) </td> </tr> </table>	<input type="checkbox"/> Request Estimate	<input type="checkbox"/> Go Ahead up to \$ _____ (if more than this amount we will contact you and provide an estimate, please consider shipping in addition to this amount)
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Work Required	Cost	Payment For Repair and/or Shipping
1	\$	<input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> Amex <input type="checkbox"/> Check/Money Order (please makes checks payable to "TimeRevolution.com")
2	\$	
Rush Charge (+\$20.00)	\$	
Shipping Charge	\$	Credit Card#:
Subtotal	\$	Expiry: /
Sales Tax [5% AB/MB/NWT/NUN/PEI/SK/YK/QC - 12% BC - 13% NB/NFL/ON - 15% NS]	\$	Name as it appears on card:
TOTAL CHARGES	\$	Signature:

Repair Ticket Reference

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(first 4 letters of your last name & last 4 digits of your phone #

S T E I 1 9 2 1

----- REPAIR TRACKING TICKET -----

Repair Ticket Reference

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