



**TIME KEEPER**

## SERVICE REQUEST FORM

**SHIP TO:**

**TIME KEEPER**  
**2879 W Chestnut St**  
**Lehi, UT 84043**

Please fill out the following information completely to avoid any delays in processing your request, then simply print the completed form and include with your watch. If sending more than one (1) watch, please fill out a separate form for each watch.

### **CONTACT INFORMATION:**

YOUR FULL NAME:

E-MAIL ADDRESS

PHONE NUMBER

YOUR ADDRESS (STREET ADDRESS):

APT / SUITE

CITY

STATE

ZIP / POSTAL CODE

### **WATCH INFORMATION:**

BRAND

MODEL

SERIAL # (6 - 8 DIGITS)

ENTER PROMOTIONAL CODE

### **PROBLEMS YOU HAVE BEEN EXPERIENCING WITH YOUR WATCH:**

### **DESCRIPTION OF REPAIRS**

*Be sure to be specific as to the problems you are experiencing with your timepiece and/or what components you would like reviewed/replaced. This will help us to properly diagnose the issues on your watch and address all your concerns.*

### **SHIPPING ADVICE:**

- ✓ When packing your watch, simply bubble wrap your timepiece well. Ensure that the box is adequately padded so that your watch will not shift during transit. There is no need to ship your watch in the jewelers box that it came in. We recommend double-boxing.
- ✓ Ship your watch using the courier of your choice. We recommend choosing a method that will track and insure the package for its full value.

### **HERE'S WHAT TO EXPECT NEXT:**

- 1) When your watch arrives to our service facility, you'll be notified via email. Then our watchmaker will perform a thorough evaluation and diagnosis of your timepiece.
- 2) A detailed estimate will be provided for your approval via email or phone. You can approve our estimate via phone or directly through the link sent and the repair process will begin as soon as possible.
- 3) You may decline our estimate and the process to return your watch in the same condition in which it was received will be initiated. Once your watch is ready to ship back, we will call you to verify shipping details.