

Date: \_\_\_\_\_



### PHILIP STEIN TIMEPIECE SERVICE REQUEST

In order to properly enter the correct information in our system, please print clearly.

#### Customer Information

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

#### Shipping Information (if different from Customer Information)

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

#### Please Circle Information:

Warranty receipt enclosed: **Yes No**

Is there any part of the timepiece you would not want replaced? **Yes No**

If yes, what part: \_\_\_\_\_

#### Description of Service Requested (please check all that apply):

##### Replace:

##### Service:

##### Miscellaneous:

- |  |                                |  |
|--|--------------------------------|--|
| <input type="checkbox"/> Battery Service | <input type="checkbox"/> Clasp | <input type="checkbox"/> Adjust Automatic Timing |
| <input type="checkbox"/> Strap           | <input type="checkbox"/> Stem  | <input type="checkbox"/> Stops and Starts        |
| <input type="checkbox"/> Bracelet        | <input type="checkbox"/> Hands | <input type="checkbox"/> Date Will Not Change    |
| <input type="checkbox"/> Glass/Crystal   | <input type="checkbox"/> Light | <input type="checkbox"/> Digital Does Not Work   |
| <input type="checkbox"/> Case            | <input type="checkbox"/> Alarm | <input type="checkbox"/> Moisture Under Glass    |

Other: \_\_\_\_\_

If the timepiece is not under warranty, we will need a credit card and authorization to process the service. A return shipping fee of \$45 is required and includes FedEx 2nd day, insured, and signature required) if High end item- FedEx HOLD FOR PICKUP is required at a secured FedEx location near address. Declined orders will incur shipping charges.

Once watch is received, it will take approximately 10 business days for our team to contact you regarding your repair. DO NOT SEND ORIGINAL WATCH BOX AS IT WILL NOT BE RETURNED; Matheu's will not be responsible for its return.

#### Shipping Instructions (ship to address below):

- 1) Ship Insured.
- 2) Use traceable shipping method (UPS, FedEx Ground, USPS Certified, Registered, Confirmation, Insured)
- 3) PLEASE DO NOT SEND WATCH IN THE GIFT BOX.

Authorized to proceed with service up to \$ \_\_\_\_\_ (no estimate needed)

Please Provide Estimate: **Yes No**

**Note:** Pricing and payment methods outlined pertain to our Service Center in Highlands Ranch only.

Would you like to receive information/offers from Matheu's Fine Watches and Jewelry? **Yes No**

Shipping Address: **Matheu's Fine Watches & Jewelry**

Matheu's Fine Watches & Jewelry  
Highlands Ranch Town Center  
9315 Dorchester St., Suite 106  
Highlands Ranch, CO 80129

Tel: 303-471-TIME (8463)

Toll-Free: 888-340-9744

Email: [service@matheusfinewatches.com](mailto:service@matheusfinewatches.com)