Date: _____

VICTORINOX
SWISS ARMY

SWISS ARMY 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:**
☐ Battery Service	☐ Clasp	☐ Adjust Automatic Timing
☐ Strap	☐ Stem	☐ Stops and Starts
☐ Bracelet	☐ Hands	☐ Date Will Not Change
☐ Glass/Crystal	☐ Light	☐ Digital Does Not Work
☐ Case	☐ Alarm	☐ 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 $55 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 14 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) UPS and FedEx shipping preferred. We cannot guarantee arrival through USPS.
3) PLEASE DO NOT SHIP WATCH BOX AS IT WILL NOT BE RETURNED.

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
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