

SHINOLA DETROIT

SHINOLA ° Graaf Florisstraat 1A HS ° 1091 TD Amsterdam ° The Netherlands ° customercare@shinola.com

WATCH REPAIR FORM

FIRST NAME _____ LAST NAME _____ DATE _____

ADDRESS _____ POSTAL CODE _____

CITY _____ REGION _____

DAYTIME PHONE _____ HOME PHONE _____

EMAIL _____

IS THE WATCH RUNNING? YES NO

PLEASE, DESCRIBE THE PROBLEM HERE:

SERIAL NUMBER _____ (can be found on the watch back)

SKU NUMBER _____ (Stock Keeping Unit / can be found on the watch back under the serial number)

ORDER NUMBER _____ (Only if purchased online)

REPAIR UNDER WARRANTY:

Should you require work under warranty, please send with your watch a copy of your sales receipt and/or the Certificate of Warranty, and a completed watch repair form.

Your SHINOLA watch is warranted by Shinola for the lifetime of the watch under the terms and conditions of this warranty. The Shinola warranty covers faulty workmanship under normal use for the lifetime of the product. In case of defects covered by the warranty, all components (excluding battery, leather strap and buckle) will be repaired or the watch will be replaced free of charge.

THIS WARRANTY DOES NOT COVER:

- Battery, leather strap or buckle.
- Damage resulting from improper handling, lack of care, accidents, or normal wear and tear.
- Water damage unless marked water-resistant.
- Damage resulting from the negligent or improper repair by any service provider other than a Shinola authorized service provider.
- Pre-owned vintage watches sold in as-is condition.

REPAIR WITHOUT WARRANTY:

For service work that is not covered under this warranty, the service centre may perform the services you request for a charge dependent on watch style and type of work requested. These charges are subject to change. Such charges will be notified and agreed by you prior to performing the services.

SHIPPING INSTRUCTIONS:

Properly pack your watch to protect it against possible damage in transit. Shinola is not responsible for product lost or damaged during shipment. Do not send the watch in the original packaging, it will not be returned. Please enclose a copy of your proof of purchase and/or Certificate of Warranty. If you have questions, please contact us at customercare@shinola.com. Please allow 2 to 4 weeks from the date we receive your package for your watch to go through the repair process.

DID YOU...

- Remember to enclose your watch(es)?
- Include one form per watch?
- Enclose a copy of your proof of purchase(s) and/or Certificate of Warranty?