

Your satisfaction with our products and services is our utmost concern and Vostok-Europe strives to provide a high level of service. By selecting one of our authorised dealers you can be confident of receiving an authentic quality product with the full Vostok-Europe 2* year's limited warranty and the service you expect. (*2 year limited warranty applies only to watches purchased from authorised retailers within Australia and New Zealand. 1 year limited warranty applies to watches purchased from authorised retailers outside of Australia and New Zealand).

This requires Vostok-Europe to preserve your interests by warning you against **unauthorised dealers** and **internet sales** offering timepieces of dubious origin, second hand product and any risk of fraud, particularly relating to counterfeits.

If making warranty claim include warranty card stamped and dated by an Authorised Retailer as proof of purchase.

Band, glass, battery and buckle/clasp are excluded from warranty coverage, as well as any damage caused by abnormal or misuse of watch. For complete details see warranty.

timepiece repair request

Non-warranty repairs and quotations not proceeded with will incur a \$30.00 handling & freight charge.

customer information

job no.

date / /

name:

address (for shipping):

city:

state:

postcode:

phone: ()

fax: ()

mobile:

email:

watch description

model no. (on rear of case):

dial colour:

type of band:

description of repairs required/problems experienced

(If your chronograph hands are not returning to zero please refer to operating instructions in your watch manual.)

Please print, fill in details and send with your watch. Do NOT send original box, please pack securely to avoid damage in transit. Please provide return delivery address where a person to sign is guaranteed (ie provide work address if there is no guarantee someone will be home to sign for returned parcel) otherwise an extra charge for re-delivery will apply.

workshop notes

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