

**RETURN FORM**

Date: \_\_\_/\_\_\_/\_\_\_/ (DD/MM/YYYY)

**Ship to** Fromanteel Service Center  
Zeearend 9  
7609PT Almelo  
Netherlands

**Customer Details** Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Zip code, city: \_\_\_\_\_  
Country: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

**Product Details** Model: \_\_\_\_\_  
Serial number: \_\_\_\_\_

**Reason of return**

- Problem with product: \_\_\_\_\_
- Service/repair request: \_\_\_\_\_
- Not satisfied, because: \_\_\_\_\_
- Other: \_\_\_\_\_

**IBAN, BIC (in case of refund)** \_\_\_\_\_

**Return conditions**

- Make sure to include (a copy of) your warranty card / proof of payment. If you do not provide any, the repair unfortunately can't be covered.
- Fromanteel has to receive the product undamaged en packaged safely.
- Shipping costs are to be paid by the customer. In case of repair / replacement covered by Fromanteel's warranty, these will be reimbursed, after proof of expense is provided.

**Return instructions**

- Please only ship the part you want Fromanteel Service Center to assess. For example, if the watch head needs repair, disconnect the strap and only ship the watch head.
- Use protective packaging, such as bubble wrap and/or foam to make sure the product will be secure during transit. We will return your product using our own packaging.
- Fill out this form and include it in the shipment.
- Send a photo / copy of the completed return form to **service@fromanteel.nl**

**Assessment and return process**

- Our specialists will provide an update by e-mail after assessment of the product.
- When covered by warranty our watchmakers will carry out reparations needed.
- When not covered by warranty you will receive an overview of the repair to be performed and the costs involved. When agreed upon, Fromanteel Service Center will execute the repair. We will not carry out repairs without your approval. Repairs that are carried out excluded from warranty, will be invoiced.
- Any costs will be sent by e-mail for your approval within one week after receiving. We're expecting to return your product within two weeks after receiving at Fromanteel Service Center. Your product will be returned with a Track & Trace number.

**PLEASE NOTE**

When products are not correctly packed, transported and therefore damaged, we will not process the return. This return form has to be filled in correctly and completely to assess your request.