



Repair and Service Request Form

Please complete, print and return this form with your watch so we can expedite the repair process. **With this form, you can type directly into the sections that request information.** Thank you for doing business with Xeric Watches.

Instructions

1. Complete all of the requested information in Sections I, II, and III.
2. Pack your watch securely in padded wrapping materials (for protection against shock) in a sturdy box sealed with tape. **PLEASE DO NOT** use or send us the 'gift' box your watch came in. Include a copy of the original sales receipt if your watch is still within the 12 month warranty period. If your watch is out of warranty, you will receive a Service Estimate indicating all repair costs. Your approval of the Service Estimate is required to complete the watch repairs.
3. Ship your watch to our Xeric-authorized service center Times Ticking (TT). Please choose a courier and a method that allows you to track the package. We recommend insuring the watch for its full replacement value.

For postal service shipments
Times Ticking Repair Center
P.O. Box 566
Kaysville UT 84037, U
sales@timesticking.com
801-991-1097

For all other carriers
Times Ticking
1201 North Hillfield Rd, Suite 2044
Layton, UT 84041, USA
sales@timesticking.com
801-991-1097

4. After TT receives your watch, they will perform a thorough inspection in order to provide you with a Service Estimate.
5. You will receive a Service Estimate from TT at the email address you provided that describes all of the work that is required, the cost (if no longer under warranty), and the approximate time it will take to repair your watch.
6. Your approval of the Service Estimate is required to complete the watch repairs. You may also refuse the Service Estimate and no service will be performed. They will return your watch to you in the condition in which it was received; however, you will incur a fee for return shipping.
7. Pre-Authorization - See Section III below
 - a. If you have pre-authorized your repair order up to a specific amount and provided TT with your credit card information, and the repair is estimated by TT to cost less than that amount, then your repair order will automatically be proceeded and no estimate will be e-mailed to you.
 - b. If you have not pre-authorized a specific amount for your repair order, or the estimated cost of the repair goes above the pre-authorized amount, a Service Estimate will be e-mailed to you. No work will be completed on your watch until you have approved the repair and have provided TT with your payment information. To do this, you can either call TT, or e-mail the Service Estimate back to TT with the appropriate information. Further details are provided at the bottom of the Service Estimate.

Important Information (for USA only)

For security reasons, our service and repair orders are returned via a carrier with a **SIGNATURE REQUIRED**. Therefore, please provide a daytime address where someone will be available to **SIGN** for the package. If the carrier is unable to obtain a signature the package will be returned to TT.

XERIC WARRANTY

Out of Warranty Repair	Estimated Cost
Complete Service (replacing movement)	\$90.00
Crystal	\$60.00
Case	\$70.00
Dial	\$60.00
Hands	\$40.00
Stem & Crown	\$55.00
Other Minor Repairs	\$15.00-\$20.00
U.S. Return Shipping (insured w/ signature confirmation)	\$15.00
Return Shipping (Outside of U.S.A.)	Fee quoted based on weight

Xeric gladly offers a limited warranty covering defects in materials and manufacturing for a period of one (1) year after the original purchase date from an authorized Xeric retailer. This warranty does not cover batteries, case, crystal, crown, pushers, straps, or any changes that occur during use and not from manufacturing or assembly. This warranty is considered void if you open your caseback, push the buttons underwater, or expose your watch to moisture beyond the recommendation of the watch's water resistance rating. Proof of purchase is required for all warranty claims, so please save a copy of your receipt. Xeric reserves the right to not accept a warranty claim if a watch has evidence of excessive wear or misuse. Xeric reserves the right to repair or replace any watch returned for service at our option.



Section I. Personal Information (Please print clearly)

***Required information**

Name*: _____

Daytime Phone Number*: _____ E-mail Address: _____

Mailing Address*: _____

Note: Mailing address is for the return of your watch and cannot be a PO Box.

Section II. Information About Your Watch

Model, Description, Serial Number and/or Model Number located on back of Watch:

How long have you owned the watch?

Less than 1 year 1 to 3 years 3 years or more Date of Purchase:

Problem, Issue or Service Requested (check all that apply and comment as needed):

Watch not Running Strap/Bracelet Links Crystal Dial/Face
 Crown Clasp Hands Moisture/Condensation

Has your watch been repaired in the past 12 months? Yes No

Do you have a warranty card or sales receipt? (Please check all that apply.) Card Receipt None

Other/Comments:

Section III. Pre-Authorization

To expedite the evaluation and repair process, you can **pre-authorize the repair*** up to a specific dollar amount. If you agree to pay for repairs up to the amount(s) below, **please check the appropriate box and provide a valid credit card number and signature (we accept Visa, MasterCard and American Express only in the U.S. and Canada)**. Times Ticking will then prioritize your watch repair. **NOTE: Pre-authorization can reduce the turnaround time by approximately 7 days.**

I authorize the amount below to proceed my repair order:

- Zero
- \$50.00 or Less
- \$80.00 or Less
- \$100.00 or Less
- \$150.00 or Less
- \$200.00 or Less

VISA, MC or AMEX #: _____ - _____ - _____ - _____ CVV: _____ EXP. Date: ____/____/____

Signature: _____ Date: _____

Note: If the Service Estimate is over the amount you checked, or if you do not pre-authorize an amount for repair service, we will NOT do any work until you contact us.