



Shipping Instructions

- Please print and complete the Service Request Form and include with your watch. Be sure to include all your contact information.
- Package your timepiece using a sturdy box. **DO NOT** include the watch's retail box as this will not be returned with the watch.
Watch should be secure and not move around within the shipping container.
We recommend wrapping the watch with bubble wrap or similar packing material to ensure your watch remains protected during transit.
- Tape all sides of the box securely and be sure to remove any old mailing labels if using a recycled box. We recommend using clear wrapping tape to cover your mailing label.
- Ship your watch using the courier of your choice. Please choose a method that will track and insure the package for its full replacement value.
- After we receive your watch, we will perform a thorough inspection and provide you with a Service Estimate via email or phone.
- You may approve the estimate via phone or email and service will begin as soon as possible. You may also refuse the Service Estimate and no service will be performed. We will return your watch to you in the condition in which it was received.
- Please **DO NOT** send the retail box of your watch as it will not be returned with the watch.
- For questions please contact our Customer Care representatives at **1-818-428-1282**
You may also email us at **support@excelwatchrepair.com**

Please send your watch to:

**EWR Service Center
17145 Ventura Blvd Suite A
Encino, CA 91316**



SERVICE REQUEST FORM

Your Information (Please print clearly)	
Name:	Phone Number:
Return Address:	Email:

Watch Information (models and case back numbers are located on the back of the watch)				
Watch Brand	Description of Watch	Model or Case #	Approx Value	Type of Repair Requested

Additional Comments / Requests:

All watches are subject to return shipping charges. Please Select your desired option.

<input type="checkbox"/>	\$100 insurance UPS 3-5 Day	\$12.00	<input type="checkbox"/>	\$2,500 Insurance UPS 2 Day	\$40.00
<input type="checkbox"/>	\$250 Insurance UPS 3 Day	\$15.00	<input type="checkbox"/>	\$5,000+ Insurance Next Day Air	\$50.00
<input type="checkbox"/>	\$500 Insurance UPS 2 Day	\$25.00	<input type="checkbox"/>	\$10,000+ Insurance Next Day Air	\$75.00
<input type="checkbox"/>	\$1,000 Insurance UPS 2 Day	\$30.00	<input type="checkbox"/>	Additional Signature Confirmation	\$5.00

- Please **DO NOT** send your watch with its retail box as it will not be returned with the box
- EWR is not responsible for any watch that is resealed / pressure tested. There are too many variables that we cannot control
- EWR is not responsible for items left over 180 Days of invoice / job completion. Items may be sold for parts
- Timepieces without Shipping Option selected will be returned via UPS 3 Day (\$15 Charge) unless otherwise specified

Customer Signature

X _____