



Time-Tec Watch Service Center
635 S.Hill Street, Suite #209
Los Angeles, CA 90014
888-448-TIME

Please use this form when sending your Swimovate PoolMate watch for non-warranty service. Print this page, complete the requested information and return with your unit. We recommend that you use a traceable and insured shipping method, such as UPS or Insured US Mail. We are not responsible for items lost in transit.

Expedite your repair by including your credit card information and pre-authorizing repair charges. The amount we recommend is \$40 which will cover battery, replacement case/strap (most common repairs) and return shipping. Please include a credit card number (Visa, MasterCard or American Express) with expiration date and authorize charges to \$40. You will only be charged the cost of the actual repair. If the repair cost is more than the amount authorized, we will contact you by mail or e-mail to authorize any additional charges.

If paying by check, payment must be in exact amount of repair charges - you will receive an estimate via e-mail or US mail. Please **DO NOT SEND CASH**.

Please allow 5-7 business days for your repair to be completed (during peak seasons, repair time may be longer). All repairs come with a 90-day warranty.

If you have a warranty repair do not send your watch before contacting support @swimovate.com to receive advice and authorization.

CUSTOMER INFORMATION: [PLEASE PRINT CLEARLY]

Name: _____

Tel No: _____

Address: _____

City: _____ State _____ Zip _____

E-mail Address: _____

Please list contents and quantity below: [] Watch Qty: _____ Model _____

Brief description of problem: _____

Please choose one:

[] I authorize work to be carried out up to the value of: \$ _____ (\$40 recommended)

FOR CREDIT CARD PAYMENT ONLY

Credit Card# _____ cvv code _____

Exp Date _____ Signature _____

[] I would like to have a price estimate. I understand that my repair will be held until I provide payment. (A letter will be sent via mail or e-mail)

RETURN FORM Sending Instructions

- Complete all requested information on repair form. Please print clearly.
- Pack the product carefully to avoid damage.
- Post to Time-Tec Watch Service Center 635 S.Hill Street, Suite #209, Los Angeles, CA 90014

- We do not handle WARRANTY issues, any warranty repair requests must be sent to support@swimovate.com

Common Repair Charges:

Battery replacement: New battery, gasket, pressure testing, return shipping- \$25

Strap/case replacement: New strap/case, new battery, gasket, pressure testing, return shipping- \$35 for PoolMate2, \$40 for PoolMateLive
(A new case is required for cracked glass issues)

Notes:

We can only change the strap/case of the PoolMate2 and PoolMateLive models. If you have another model please contact support@swimovate.com for options.

The PoolMateHR model is only repairable by Swimovate HQ, contact support@swimovate.com