

RETURN AUTHORIZATION #: _____
Contact service@tensewatch.com to retrieve RA# required to complete repair



TENSE WOODEN WATCHES SERVICE/ REPAIR FORM

To obtain service on your watch complete the form and follow the instructions below:

Name _____ Phone: _____ Date _____
Address _____ App/ Suite# _____
City _____ Province/ State _____ Country _____
Postal Code/ Zip _____ Email _____
Model (please refer to www.tensewatch.com or email a photo of your watch to: service@tensewatch.com): _____
Dealer's Name _____ Purchase Date _____
Description of the Problem _____

Shipping The Watch:

- If the watch is being shipped outside of Canada, please indicate "Watch For Return" as package content & a low content value (< \$10 USD recommended) on any customs declaration form to avoid duties/taxes.
- **DO NOT** send the packages by courier (ie: Fedex, UPS) if the watch is being shipped outside of Canada. Please use your local postal service (e.g. Canada Post, US Postal Service).
- Shipping and handling charges are not refundable. Packages that arrive COD may be denied, or the COD amount may be deducted from your return
- Do not send in original packaging as it will not be returned. Kindly note that you are liable for getting the watch to our service center.
- You are also responsible for adequately protecting the watch during shipment. (We recommend smallest/flat box possible or bubbled padded envelope)
- Clearly mark the RMA number on the outside of the shipping box.

Cost Estimates:

Upon inspection of your Tense watch, you will be notified with an estimate of your repair. You may pay online via credit card or PayPal. For information regarding a repair, please contact the customer service department by email: service@tensewatch.com or by phone: 604-474-0422.

- \$22 return shipping fee applies for all warranty repairs in North America
- \$55 return shipping fee applies for all warranty repairs International
- \$75+ charge on all component repairs not covered by warranty, this include shipping and handling in North America
- \$35 charge on all battery replacement; this fee includes shipping and handling
- \$130+ charge on all component repairs not covered by warranty, this include shipping and handling International

- Payment accepted: Visa/ Master Card and envelope concealed cash only. **NO CHECKS ACCEPTED**
- for all repairs covered under warranty, please attach a copy of the receipt with the purchase date shown
- for information on the warranty and its coverage, please refer to the operations manual

Send to:

Tense Enterprises Inc
Attn: Repair + Return Department
118-1515 Broadway St
Port Coquitlam, BC
V3C 6M2
Canada

PLEASE ALLOW 3-5 WEEKS FROM THE DATE WE RECEIVE YOUR PACKAGE.