



## Gevril Group Service Center

### Terms and Conditions

Our watchmakers will examine the watch on the base of your claim and determine what needs to be done. During the warranty period, and upon proof of purchase, your watch will be repaired at no charge. In order for the warranty to be honored, the watch must have been purchased at an authorized retailer.

We will not provide any warranty service:

- For normal wear and tear due to normal use (e.g. scratches on the metallic surface)
- For damage while in the possession of the consumer, not resulting from a manufacturing defect (including -- but not limited to - improper care and improper storage of the watch)
- For damage caused by tampering with or opening the watch, or other than normal or reasonable use
- For damage caused by repairs or alterations performed anywhere other than an authorized service center
- Due to theft or loss
- For damage caused by natural causes beyond our control

The warranty does not cover rubber bands, leather straps, bracelets, buckles/clasps and crystals. Warranty covers manufacturing defects only, and does not include maintenance, such as changing batteries, ensuring water resistance, and all other services other than replacement of defective warranted parts. To ensure water resistance, gaskets should be replaced every 12 months as part of maintenance.

Insurance and shipping are the owner's responsibility. Watches repaired under warranty are also subjected to insurance and shipping charges (please see attached form for shipping and insurance options). In case the watch is not covered under warranty or the warranty has expired, we will contact you with an estimate and you will decide whether or not to accept the estimate.

Our shipping address is:

Gevril Group  
Attn: Service Department  
9 Pinecrest Road  
Valley Cottage, NY 10989  
USA

If work is to be done under warranty, include proof of purchase. If we don't receive a proof of purchase, the watch cannot be serviced under the warranty and will automatically be submitted for an estimate.

Please be sure to print your full name, return address, contact information and a written explanation of the problem(s) you are experiencing on the enclosed Repair Form.

**NO HAND DELIVERIES ACCEPTED AT OUR LOCATION FOR SECURITY AND INSURANCE PURPOSES.**

Please do not include your original watch box (or any other special box) when sending your watch for service. The boxes will not be returned.

Please let us know if we can assist you with anything else.

**(Signature)** I have read and agree to all the terms and conditions of the Gevril Service Center in the instructions listed above: \_\_\_\_\_



## Gevril Group Service Center

### Repair Form

Name -----

Address -----

City ----- State----- Zip-----

Phone -----

Fax -----

Email address (PLEASE PRINT CLEARLY) -----

Watch brand -----

Model ----- Serial number -----

Discount Code ----- (For stores only) Stock piece ----- Customer -----

Please describe in detail the problem you are experiencing with your watch:

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When shipping your watch **please do not include the original box**. All watches ship from our location via UPS or FedEx. Should you require special arrangements, please make them as soon as possible.

Please carefully read the four shipping options below and select one:

- **Option A:** \$18 Standard shipping in the Continental USA (3-5 business days) (Does NOT include insurance). In case of loss or theft, you will be responsible to file a claim directly with the forwarder.
- **Option B:** \$25 Standard shipping in the Continental USA (3-5 business days) (Sent with insurance for the value of your watch up to \$1,000)\*\*. **To insure your possessions for over \$1,000 please add \$10 for every \$1,000 of insured value.**
- **Option C: Starting at \$45** Standard shipping to Canada and outside of the Continental USA. Shipping quote available in advance of sending the watch in. (Sent with insurance for the value of your watch up to \$1,000)\*\* **To insure your possessions for over \$1,000, please add \$10 for every \$1,000 of insured value.**
- **Option D:** You may send your own shipping label. However, you will be responsible for the shipment of your watch. **\$9 charge for handling.**

Option (Clearly indicate your choice): \_\_\_\_\_

**\*\*If you choose option B or C and your watch is valued over \$1,000 and you do not insure it for more, you will only be covered for a replacement valued up to \$1,000.**



## **Gevril Group Service Center**

### **Customer Approval**

In case of loss of theft of an item incurred during a return shipment, if the shipment was insured, the insurance will cover for a replacement **item** of equal or lesser value.

We are not responsible for mistakes in shipping due to incomplete or wrong information.

For vintage watches we encourage you to select a higher amount, as these items cannot be replaced.

**(Signature)** I approve the option I chose for the shipping my watch: \_\_\_\_\_

**Date** \_\_\_\_\_

**Please make sure to include a check, money order or credit card information for the shipping option you have selected. Watches will not be returned unless payment is provided.**

**Credit Card**

**Number** \_\_\_\_\_ **Exp** \_\_\_\_\_ **Signature** \_\_\_\_\_

**Ship this form with your watch to:**

Gevril Group  
9 Pinecrest Road  
Valley Cottage, NY 10989

**NO HAND DELIVERIES ACCEPTED AT OUR LOCATION FOR SECURITY AND INSURANCE PURPOSES.**