

<b>Repair Authorization Number (call to obtain):</b>
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Please read the instructions on page 2 for completing this form. This form must be signed and dated and included with your watch when submitting for service. **Please call us at 866.997.6539 to discuss your watch and to obtain the REPAIR AUTHORIZATION NUMBER. Please PRINT CLEARLY.**

**SECTION 1. Contact Information.**

Print Name: First	Last	Email Address:
Address ( <i>Street Name and Number</i> )		Apt. #
Telephone (Day/Evening/Cell) ( ) -		
City	State	Zip Code
Telephone (Day/Evening/Cell) ( ) -		

**SECTION 2. Watch Description.**

Brand of Watch ( <i>i.e. Rolex, Omega, etc...</i> ):	Model of Watch:	Serial # ( <i>If known</i> ):
Watch Material ( <i>i.e. Steel, Gold</i> ):	Band / Bracelet Style:	Declared value of watch:

General Description of Watch (*including dial color, bezel style, crystal, etc...*):

Service/Repair Requested (*i.e. Overhaul, Crown & Tube, Crystal Replacement, Bezel Replacement, Case & Bracelet Refinishing, etc...*):

Describe any problems you are having with the watch—be very specific (*use back of form if needed*):

Are you interested in making any changes to this watch? (*i.e. Changing dial color, Different bracelet or band, Adding custom diamond dial or bezel*)

Are you interested in selling or trading this watch?

Yes / No / Maybe

Are you interested in obtaining an Insurance Appraisal for this watch?

Yes / No / Maybe

**SECTION 3. Watch History.**

How long have you owned the watch?	Is the watch running now? Yes / No	How did you hear about us? ( <i>please be specific</i> )
When was the watch last serviced?	Where was it last serviced?	

**SECTION 4. Authorization.**

By signing this form and sending us your watch you are agreeing to the following: The information you have provided is accurate to the best of your ability. QualityTyme Rare & Fine Timepieces (and its legal entity InfoQuest Publishing, Inc.) are not responsible for any loss or damage to your watch during shipping to us. You are responsible for insuring your watch and packaging it adequately so that it arrives safely. We do not "rush" our work. While we may provide "estimated" completion times on our website or over the phone, we can NEVER "guarantee" any completion dates. We will do our best to complete your watch in a timely manor, but service times may be delayed for a number of reasons that are beyond our control, including but not limited to the following: Difficulty in obtaining vintage parts, parts temporarily out of stock or on back order, delays in receiving ordered parts, and holiday or other seasonal delays.

Signature of watch owner:	Date ( <i>month/day/year</i> )
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**SECTION 5. Shipping Instructions & Address.**

Please ship your watch to the following address and be sure to email us the tracking number:

InfoQuest Publishing, Inc.  
Repair Department  
200 Second Avenue South, Suite #421  
Saint Petersburg, Florida 33701

Telephone: 866.997.6539  
Fax: 727.894.8962  
Email: jb247@hotmail.com

You can also drop your watch off in person (please call for an appointment) at the following address in downtown Saint Petersburg, Florida (located in the Northern Trust Bank Bldg Lobby):

QualityTyme Rare & Fine Timepieces  
100 Second Avenue South, Suite #104N  
Saint Petersburg, Florida 33701

You can complete this FORM “on screen” or print and complete in pen.

This page is included to assist you in completing the WATCH REPAIR FORM. This page also provides instructions and tips for packaging and shipping your watch. This page is for your use and it is NOT necessary to include this page with the WATCH REPAIR FORM when shipping your watch.

Please complete the WATCH REPAIR FORM to the best of your ability. **Anything you don't know just put a “?”, but please try to be as detailed as possible. If you are completing the form in Pen... PLEASE PRINT CLEARLY!!!**

## SECTION 1. Contact Information.

Please complete this section with your FULL NAME, SHIPPING ADDRESS, EMAIL ADDRESS, and (2) TELEPHONE NUMBERS (please indicate Day, Evening or Cell Phone by circling the appropriate selection.) **It is very important that you double check this information and ensure that it is correct. If you don't provide us with adequate contact info (or if we can't read it) then we can't contact you!**

## SECTION 2. Watch Description.

Please complete this section with the BRAND OF WATCH, MODEL OF WATCH (located on the face of the watch— i.e. Submariner, Date-just, etc...), SERIAL NUMBER (This will be located on your original paperwork, but don't worry if you don't have it), WATCH MATERIAL (i.e. Steel, Gold, etc...), BAND / BRACELET STYLE (i.e. Oyster, Jubilee, etc...), DECLARED VALUE OF WATCH (The amount to insure watch on its return to you), GENERAL DESCRIPTION OF WATCH (Just give the best physical description of the watch (i.e. Blue Roman Numeral Dial, Diamond Bezel, Plastic Crystal, My Anniversary is engraved on the back, etc...), SERVICE/REPAIR REQUESTED (i.e. Overhaul, General Cleaning, Tube & Crown Replacement, etc...), DESCRIBE ANY PROBLEMS... (Basically list every complaint you have with the watch — i.e. The watch runs slow/fast, The dial & hands don't glow anymore, The crown wont screw down, There is a crack in the crystal, The bracelet clasp pops open, etc...), ARE YOU INTERESTED IN MAKING ANY CHANGES TO THE WATCH? (Such as changing or upgrading the dial? Different color, Adding Diamonds, etc...), ARE YOU INTERESTED IN SELLING OR TRADING THIS WATCH? (We buy watches every day, we can also trade you up to a newer or different model...), ARE YOU INTERESTED IN OBTAINING AN INSURANCE APPRAISAL... (We can issue an Insurance Appraisal while we have the watch for service. You can also ask about this service when you call to obtain the REPAIR AUTHORIZATION NUMBER).

## SECTION 3. Watch History.

Please complete this section with as much information you can provide on the history of the watch. HOW DID YOU HEAR ABOUT US? A great deal of our business comes from repeat customers and referrals, and we would love to know how you heard about us.

## SECTION 4. Authorization & Signature.

You must sign and date this section, thereby agreeing to the terms stated.

### Additional Instructions for Packaging and shipping your watch:

You MUST call us to obtain a REPAIR AUTHORIZATION NUMBER before shipping your watch. It is a good idea to have the watch with you when you call, as we may have some questions about the watch. It may also be helpful to have a magnifying glass handy when calling.

For your safety, you should always make a “photocopy” of the watch you are shipping. This way you have a physical representation of your watch. You can do this by simply placing your watch (face down) on a copy machine or computer scanner. **Keep a “copy” for yourself, but please include a copy for us with your watch.** Black & White is okay, but a color copy is always best. You can use the photocopy as a diagram and we suggest you make notes on it and draw “arrows” pointing to specific problem areas (i.e. “Here is the chip in the crystal”, or “This is where the bracelet pin is bent”, etc...)

A SEPARATE and completed REPAIR FORM must be submitted for EACH watch you are shipping. You can use the same REPAIR AUTHORIZATION NUMBER, but please put “1 of 2”, “2 of 2” at the top of each respective form (above the REPAIR AUTHORIZATION NUMBER).

We ask that you place the watch (along with this FORM, and the aforementioned “photocopy” of your watch) inside a ZIP-LOC BAG and then wrap the package in BUBBLE WRAP. Then place the bubble wrapped bundle in a BOX. Fill the box with bubble wrap or foam peanuts until the watch is secure.

Again, you MUST package the watch in a HARD-SIDED BOX — NO “padded envelopes” unless you have a BOX “inside” the padded envelope. Also, make sure that you secure all box “flaps” with tape (never rely on the peel and stick flaps) on the boxes provided by USPS, FED-EX, UPS, etc...

All watches MUST be sent via an “insured” carrier of your choice (Fed-Ex, UPS, or USPS, etc...) However, it is highly recommended to ship via USPS, as Fed-Ex & UPS will limit insurance claims on “jewelry” at \$2,000.

**DO NOT include your original box, paperwork, or any special packaging you want back.** We have our own boxes for shipping the watch back to you and we do not return any packaging materials or boxes you ship with your watch. The only exception is if you are considering selling your watch, in which case you should call us for instructions. However, IF you are even considering selling your watch it is recommended that you either include the Box & Papers or at least include a photocopy of the supporting documentation so we may determine an appropriate value of the watch — The more “complete” the watch is the more it is worth!

**You must submit this exact form in its entirety, unedited and unmodified. DO NOT “copy and paste”, retype or recreate this form.**

Upon receiving your watch for service we will send you a courtesy email confirming receipt of your watch. This usually occurs within 24 to 48 hours of receiving your watch. If you do not receive this email please send us an email or call to confirm that we received it safely.

The watch will then be evaluated, and a service estimate will be prepared. This process “usually” takes around 10 days, as we have to open your watch, inspect it for damage, create a parts list, and contact the manufacturer for parts and pricing. After this has been completed we will CALL you to discuss the watch. We do not send estimates via email. We prefer to discuss the watch with you and explain what exactly needs to be done. At this time we can also discuss any other options that are available.

We accept Visa/Master Card/Discover, PayPal or personal checks. **Please DO NOT include any payment methods or credit card numbers with your watch.** We will obtain your payment method of choice when we call to discuss the estimate.

**The entire service process “usually” takes around 4 to 6 weeks.** However, this is just an estimate and we never guarantee any completion dates. We do QUALITY WORK and QUALITY takes TYME. We appreciate your patience and we are sure you will be very please with the outcome.