



LEWIS JEWELERS



VICTORINOX
SWISS ARMY

Date: _____

TIMEPIECE SERVICE REQUEST

In order to properly enter the correct information into our system, please print clearly.

Customer Information

Shipping Information

| | | | |
|----------------|------------|----------------|------------|
| Name: _____ | | Name: _____ | |
| Address: _____ | | Address: _____ | |
| City: _____ | | City: _____ | |
| State: _____ | Zip: _____ | State: _____ | Zip: _____ |
| Phone: _____ | Fax: _____ | Phone: _____ | Fax: _____ |
| Email: _____ | | Email: _____ | |

Please Circle Information:

Warranty receipt enclosed. Yes No

IMPORTANT: Always verify the vendor is an authorized Swiss Army retailer. If a vendor is not authorized, Swiss Army cannot extend their warranty. **Please verify your warranty before shipping.**

If service requires a new strap, bracelet or case back, do you want the old parts returned? Yes No

Is there any part of the timepiece you would **not** want replaced? Yes No

Description of Service Requested (please fill in all that apply):

Replace:

Service:

Miscellaneous:

Before Shipping

1. If under warranty – verify watch was sold from an authorized Swiss Army retailer.
 - a. Always verify with the vendor that they are an authorized Swiss Army retailer. If a vendor is not authorized, Swiss Army does not extend its warranty.
 - b. Always send a copy of your sales receipt with the date of purchase clearly seen with your service request form and watch.
2. Lewis Jewelers is not an authorized service center for **Wenger** (logo is similar to Swiss Army, but it is a different brand) watches. You can contact the Wenger service center in Utah at 1-800-463-6816.
3. Include a \$20.00 check for return shipping and handling.
4. Completely and clearly fill out the service request form, and include with watch.

Shipping Instructions

1. Ship insured
2. Use a trackable/tracing shipping method (UPS, FedEx, Ground, USPS Certified, Registered, Confirmation, Insured)
3. PLEASE DO NOT SEND WATCH IN THE GIFT BOX; watch boxes will not be returned.

Lewis Jewelers Shipping Address & Contact Information

Lewis Jewelers 19335 Gulf Freeway, Suite 4 Webster, Texas 77598

Tel: 281.332.8433 | **Fax:** 281.338.0502 | **Email:** cory@lewisusa.com

If the timepiece is not under warranty, we will need a credit card and authorization to process the service. All services (including battery changes) will require \$20 for returned shipping and handling.

Lewis Jewelers will contact you regarding an estimate for repair approximately one week after watch is received. Please do not call to see if we have received the package (use shipping company tracking).

Frequently Asked Questions

Q. I bought my watch on Amazon; does the Swiss Army warranty apply?

A. Always verify with the vendor that they are an authorized Swiss Army retailer. If a vendor is not authorized, Swiss Army does not extend the warranty.

Q. Is there a diagnostic fee?

A. There is not a diagnostic fee, but there is a return shipping and handling fee of \$20.00.

Q. How do I mail in my watch?

A. Shipping instructions are outlined in our Swiss Army service request form. Please protect your watch with bubble wrap or other cushioning materials; please do not mail your watch in its gift box.

Q. What are the pricing of services?

A. The maintenance service, starting at \$51.00, includes rating/regulating check, replacement of the crown as needed, replacement of gaskets and battery, water resistance control, case and bracelet cleaning, and final quality control for functions and aesthetics. Depending on the needs of the watch, the price may increase. We recommend a full service for watches that have sustained damages. The full service includes oiling and regulating all functions, replacement or repair of all worn movement parts, replacement of crown, gaskets and battery (if the watch has a quartz movement), and cleaning. This service starts at \$136 and can increase depending on the needs of the watch.

Q. What qualifies a watch for a maintenance service?

A. The watch is functioning properly due to no internal damage and requires a routine maintenance service, which Swiss Army recommends to be performed once a year for optimal usage.

Q. What qualifies a watch for a full service?

A. Minor to major movement damage, which can be caused by any of the following: water damage, being dropped or crushed, being opened and worked on improperly.

Q. Does Lewis Jewelers offer a warranty?

A. We offer a one-year warranty on the services we perform.