



SMART TURNOUT
LONDON

SMART TURNOUT WATCH REPAIR SERVICE

YOUR SMART TURNOUT WATCH IS WARRANTED BY SMART TURNOUT FOR A PERIOD OF 12 MONTHS FROM THE ORIGINAL DATE OF PURCHASE UNDER THE TERMS AND CONDITIONS OF THE WARRANTY. THE SMART TURNOUT WARRANTY COVERS MATERIALS AND MANUFACTURING DEFECTS. A COPY OF THE RECEIPT AND/OR YOUR COMPLETED WARRANTY CARD IS REQUIRED FOR PROOF OF PURCHASE.

IF YOU EXPERIENCE A PROBLEM WITH YOUR WATCH, PLEASE CHECK THE INSTRUCTION MANUAL TO DETERMINE WHETHER IT IS POSSIBLE FOR YOU TO RESOLVE THE ISSUE, OR PLEASE CONTACT SMART TURNOUT HELPLINE WATCHREPAIR@SMARTTURNOUT.COM / +44 (0)8451 29 29 00.

IN THE EVENT THAT YOU CANNOT SOLVE THE PROBLEM, IT IS IMPORTANT THAT YOU RETURN YOUR WATCH DIRECT TO THE REPAIR CENTRE, ADDRESS DETAILED BELOW, WHO WILL CAREFULLY ASSESS THE REASON FOR THE PROBLEM AND EFFECT A REPAIR OR REPLACEMENT, AS APPROPRIATE.

DURING THE WARRANTY PERIOD THE WATCH MOVEMENT, HANDS AND DIAL ARE THE ONLY COMPONENTS COVERED UNDER THIS WARRANTY. A COVERED COMPONENT WILL BE REPAIRED OR THE WATCH WILL BE REPLACED FREE OF REPAIR CHARGES, IF IT IS PROVED TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP UNDER NORMAL USE.

IF HOWEVER, THE WATCH IS OUTSIDE THE WARRANTY OR THE PROBLEM IS DETERMINED TO BE THE RESULT OF DAMAGE IN USE, YOU WILL BE REQUIRED TO PAY FOR THE REPAIRS. YOU WILL BE ADVISED IN ADVANCE OF THE REPAIR OF ANY COSTS YOU WILL INCUR AND WILL HAVE THE OPTION NOT TO PROCEED.

THIS WARRANTY DOES NOT COVER:

- ANY DEFECTS IN MATERIALS AND WORKMANSHIP OF BATTERY, CASE, CRYSTAL, STRAP OR BRACELET.
- DAMAGE RESULTING FROM IMPROPER HANDLING, LACK OF CARE, ACCIDENTS, OR NORMAL WEAR AND TEAR.
- WATER DAMAGE AS A RESULT OF MISUSE.

PLEASE COMPLETE THIS FORM AND RETURN IT WITH THE WATCH AND ENCLOSE YOUR WARRANTY CARD OR ORIGINAL PROOF OF PURCHASE; PACKAGE THE WATCH CAREFULLY AND SEND IT BY INSURED POST AS WE ARE UNABLE TO ACCEPT LIABILITY FOR ITEMS THAT GO MISSING IN TRANSIT. PLEASE DETAIL THE PRECISE NATURE OF THE PROBLEM BELOW AND PROVIDE YOUR FULL NAME AND ADDRESS DETAILS.

WHENEVER SHIPPING YOUR WATCH ACROSS ANY INTERNATIONAL BORDER, YOU MUST INDICATE "RETURNING WATCH TO MANUFACTURER FOR REPAIR AND RETURN ONLY. NO COMMERCIAL VALUE." YOU ARE RESPONSIBLE FOR ALL DUTIES, TAXES, FREIGHT OR OTHER FEES ASSOCIATED WITH SHIPPING YOUR WATCH TO OUR SERVICE CENTRES.



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SMART TURNOUT WATCH REPAIR FORM

CUSTOMER INFORMATION:

NAME:..... DATE:.....
 ADDRESS.....
 TOWN:..... Post Code:..... COUNTRY:.....
 TELEPHONE NUMBER:.....
 EMAIL:.....

REPAIR INFORMATION:

WATCH STYLE CODE:..... UNDER WARRANTY: Yes No

IS THIS WATCH RUNNING? Yes No

REASON FOR RETURNING YOUR WATCH: PLEASE TICK A BOX OR WRITE IN THE SPACE PROVIDED

- BROKEN GLASS LOSING TIME FAULT WITH CASE OF WATCH
 OTHER FAULT
 USER DAMAGE

REPAIR CHARGE INFORMATION:

WATCH TYPE	UNDER WARRANTY		NOT UNDER WARRANTY	
	COMPLETE MAINTENANCE	BATTERY REPLACEMENT	COMPLETE MAINTENANCE	BATTERY REPLACEMENT
QUARTZ SIMPLE	FREE	£15.00	£50.00	£25.00
QUARTZ MULTI-FUNCTION	FREE	£15.00	£60.00	£25.00
QUARTZ CHRONOGRAPH	FREE	£15.00	£75.00	£25.00
MECHANICAL CALIBRE WITH AUTOMATIC WINDING	FREE	N/A	£80.00	N/A

CHARGES LISTED ARE ONLY FOR CUSTOMERS IN THE UK. PLEASE CONTACT US FOR INTERNATIONAL SERVICES.

SHIPPING INSTRUCTIONS:

SHIP TO:
SMART TURNOUT WATCH REPAIR CENTRE
Locker, Hull & Thornton Ltd
10 High View Close
Vantage Business Park
Hamilton
Leicester LE4 9LJ

PLEASE COMPLETE THIS FORM AND RETURN IT WITH THE WATCH AND ENCLOSE YOUR WARRANTY CARD OR ORIGINAL PROOF OF PURCHASE; DO NOT SEND THE WATCH IN THE ORIGINAL PACKAGING, IT WILL NOT BE RETURNED.

PLEASE ALLOW UP TO 4 TO 6 WEEKS FROM THE DATE WE RECEIVE YOUR PACKAGE FOR YOUR WATCH TO GO THROUGH THE REPAIR PROCESS.

[CUSTOMER USE]