

DATE SENT:

CUSTOMER INFORMATION

Name:	
Address:	
City:	Area Code:
Day Time Ph:	Mobile Ph:
Email:	

WATCH INFORMATION

Brand:			
Model #:	Serial #:		
Under Guarantee: (Please circle one)	Yes	No	Not Sure
Copy of Guarantee / Proof of purchase enclosed (Please circle one)	Yes		No
Date of purchase: (if applicable)			

WATCH INFORMATION

Please describe the problem you are having (please be specific):

WATCH INFORMATION

Any additional information:

CUSTOMER INFORMATION

How did you find us?: (Please circle one)

Search Engine (Google, Bing, Yahoo etc)	Watch brand official site.	Friend.	Repeat Customer.
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Other:

RETURN SHIPPING INFORMATION

Your watch will be returned to this address by Courierpost track and trace courier pack. A Signature will be required when your watch is returned. Please read the shipping instructions on this page to prevent any delays in returning your watch.

Please return my watch to my address as on page one:	YES
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Name:

Address:

City:	Area Code:
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Day Time Ph:	Mobile Ph:
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Email:

SHIPPING INSTRUCTIONS

Please send your watch to:

Ponsonby Time
304 Ponsonby Rd
Three Lamps
Auckland 1011

SHIPPING INSTRUCTIONS

- Ponsonby Time recommends that you send your watch via Courierpost.
- Pack your watch securely in padded wrapping materials (for protection against shock) in a sturdy box sealed with tape
- After receiving and inspecting your watch we will send you an estimate by email that is entered in the above form. We can also mail/fax the estimate in writing when necessary. All watches shipped out from Ponsonby Time are subject to a shipping and handling charge, unless under warranty.
- As an authorized service agent, Ponsonby Time provides warranty repairs on the list of brands under "Service Agencies" To qualify under the terms of the guarantee, you will need to supply the warranty card or book along with your watch when you send your watch into us.
- We accept all credit cards and direct credit for payment of repairs.
- Your watch will be returned via Courierpost to the shipping address you provided. A signature will be required when your watch is returned to protect your valuable possession.
- Return shipping typically takes 1 to 2 days. P.O. Box addresses and Rural delivery can cause additional delays in shipping