

Right On Time Watches

REPAIR INTAKE FORM

Name (First & Last): _____ Phone Number: _____

Email Address: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Watch Information

Brand: _____ Model: _____

Serial Number: _____ Watch Age (Estimated): _____ yrs

Declared Value (Estimated): \$ _____

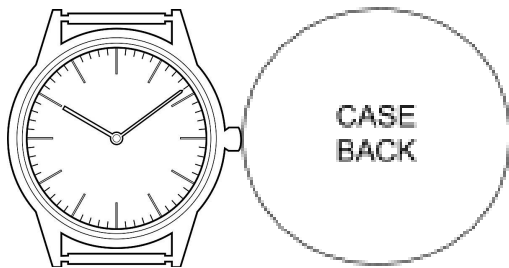
Add insurance for return shipping?: (Insurance costs \$2.50 per \$100 of declared value.

Details can be found under shipping section of terms of repair.) Yes No

Is the watch running?: Yes No

Description of problem / requested services:

Please mark any visible damage to the watch on the chart below:



By signing below you acknowledge that the above information is correct to the best of your knowledge and that you have read and fully agree to the terms of repair.

Print Name: _____ Signature: _____

Date: ___ / ___ / _____

SEND THIS PAGE ALONG WITH WATCH

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TERMS OF REPAIR

Updated 8/19/2020

Shipping

Right On Time is not responsible for damage or loss occurring during shipping. Right On Time Watches is only responsible for the watch while it is in our possession and not while in transit to and from our facility. We suggest packing your watch very securely and insuring the watch for its full replacement value. Return shipping will be via USPS Priority Mail unless other arrangements are made. All repairs will be charged a \$10 shipping fee per watch if using USPS. This fee will be included in your quote. Insurance is not included on return shipping but is available for an additional charge of \$2.50 per \$100 of declared value. If "declared value" is left blank the watch will not be insured for the return shipping process. Shipping insurance is provided by Shippersurance for items up to \$5000 USD. If a watch is sent with or in a box (other than the shipping box) there will be an additional \$20 charge to cover the cost of shipping the box back. If the customer refuses the \$20 charge the box will be considered abandoned and will either be discarded or sold.

Contact

Unless other arrangements are made, unrepaired watches will be returned to the customer if no reply is received within 30 days of attempting to contact the customer. If the customer is unreachable, the watch will be returned using the cheapest service available through USPS. If a customer is unreachable the watch will not be insured when shipped back to the customer. If services have been performed on the watch and the customer is unreachable, the watch (or watches) will be considered abandoned after 60 days of no response from the customer. Right On Time Watches will make 3 attempts (by phone, email, mail, or a combination of such) to contact the customer during the first 30 days of the 60 day period. If a response is not received within 60 days of the initial contact attempt the customer will be considered unreachable. Abandoned watches may be sold to recoup repair costs.

Estimate/Repair Approval

Once your watch has been received and evaluated you will be contacted via email with an estimate. If the estimate is declined the watch will be returned to you in unrepaired condition. There is a \$20 fee (per watch) for declined repair estimates. This covers inspection of the watch and return shipping via USPS Priority Mail. Shipping insurance is not included in this fee and will be an additional cost if requested on the repair form. Watches will not be returned until this fee is paid. If the estimate is approved then this fee is not charged. This does not apply to pre-quoted repairs. The decision to approve the estimate is final and cannot be changed once approved. By agreeing to the estimate you agree to pay up to the amount of the estimate when payment is requested upon completion of the repair.

Payment

Watches will not be returned to the customer until payment for the services performed is received. Acceptable forms of payment are Debit / Credit Card (Via Square) or Check (by mail). Payment will be requested via a Square invoice upon completion of the repair. If you wish to pay by check, please let us know when you receive the invoice. Depending on the nature of the repair job partial payment may be required in advance (special ordering parts, etc.) If payment is not received after 60 days from the date that the invoice was sent, the watch (or watches) will be considered abandoned and may be sold to recoup repair costs.

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