

## Shipping & Repair Authorization Form

**Customers:** One watch per form. Complete this side only.

\*Name: \_\_\_\_\_

\*Ship-To Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**\*Name & Address must 100% MATCH your payment method.**

Phone: \_\_\_\_\_

\*E-mail: \_\_\_\_\_

**\*Repair quotes are sent via e-mail. Please print clearly and legibly. Failure to provide a working e-mail will result in a substantial delay in you receiving your repair quote. Thank you for your cooperation.**

**WATCH DESCRIPTION (CIRCLE ALL appropriate info.)**

Yellow White Two/Tone Titanium

Model#(8 digits) \_\_\_\_\_ Serial#(6 digits) \_\_\_\_\_

**Water Resistance Level (check if applicable):**

\_\_\_\_\_ Water Resistant (on case back) \_\_\_\_\_ Water Resistant 200m/20atm

\_\_\_\_\_ Water Resistant 50m/5atm \_\_\_\_\_ Water Resistant 300m/30atm

\_\_\_\_\_ Water Resistant 100m/10atm \_\_\_\_\_ No Water Resistant Markings

**Insurance Value\*\$ \_\_\_\_\_ (depreciated replacement value)**

**\*If left blank, no insurance value will be declared for your watch.**

Is the Watch Running? Yes \_\_\_\_\_ No \_\_\_\_\_ Sometimes \_\_\_\_\_

Describe the problem: \_\_\_\_\_

\_\_\_\_\_ (use back for more space)

**Has the watch been repaired by another company?**

Yes \_\_\_ No \_\_\_ Who? \_\_\_\_\_ When? \_\_\_\_\_

What service was performed? \_\_\_\_\_

## Service Contract/Terms & Conditions of Service

**All repair invoice payments, decline fees, and watch parts are non-refundable.** I, the customer, understand that my watch will ONLY be mailed back to the address I specify on this form. I understand that my kinetic watch will be diagnosed to require one of five (5) service levels, and that if I refuse repairs a minimum service decline fee of \$25 will be assessed prior to return of my unrepaired watch. BestFix Watch Co., Inc. (BfW Co.) is not responsible for watches lost or damaged in transit/shipping. The insurance value I declare on this form should be for a watch in working and repaired condition. Only one watch per box (shipment) to us. BfW Co. is not liable for damages/defects to the watch present when the watch is received. The limited repair warranty extends only to BfW Co's re-attempts of the original repair provided no exclusions exist. Limited warranty **does NOT cover** abuse, neglect, shock, modification, or **water damage**, and is viewable in full at [www.kineticrepair.com/Legal\\_Notice.html](http://www.kineticrepair.com/Legal_Notice.html). Watch gift boxes will not be returned. Customer agrees to notify BfW Co. via email of any problem or concern with a repair that is in process or completed **PRIOR** to filing a dispute or complaint with a 3rd party.

**IMPORTANT: YOU MUST AGREE TO AND SIGN BELOW:**

I, \_\_\_\_\_ (customer name) have read and **fully agree** to the Terms & Conditions of Service, and authorize Bestfix Watch Company to diagnose and repair my watch.

\_\_\_\_\_ Date \_\_\_\_\_  
Customer Legible Signature

**SEND in a BOX (NO watch gift boxes, NO envelopes!) TO:**

**BfW Company, Inc., 704 Pennsylvania Dr.**

**Denton, Texas, 76205, (940) 208-1635**

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## Service Tracking Form

**Completed by Watchmaker ONLY!**

### INTAKE:

Watch Received on: \_\_\_\_\_ via: USPS, UPS, FedEx, DO

Package Condition: \_\_\_ Int. \_\_\_ Dmg ( \_\_\_\_\_ )

Insured or Registered#: \_\_\_\_\_

### INITIAL INSPECTION:

**Intake Condition with Damage/Defect Notations:**

\_\_\_ xtl (scratched, pitted, cracked, missing, fogged)

\_\_\_ case (scratched, dented, plating worn, rust damage)

\_\_\_ bracelet/band (scratched, dented, plating worn, broken, not-original, not present, leather worn)

\_\_\_ links/clasp (#links = \_\_\_, loose pins, clasp loose/broken)

\_\_\_ movement (unknown, non-orig., scratched, damaged)

\_\_\_ h20 (rust damage, oxidation, dial damage, hand damage)

\_\_\_ dial (dirty, chipped/cracked, lum. fading, missing

markers/indices, scratched, rotated off center – dial feet)

\_\_\_ hands (lum.fading/cracking, missing, scratched, bent,

misaligned, contaminated, loose under dial)

\_\_\_ crown (bent, non functional, missing, worn)

\_\_\_ pushers (missing, bent, worn, non functional)

\_\_\_ case back (scratched, gouged, dented, missing)

\_\_\_ bezel (scratched, faded, imp. rotation, loose, missing)

\_\_\_ Other ( \_\_\_\_\_ )

\_\_\_ Running \_\_\_ Y, \_\_\_ N \_\_\_ Stepping

\_\_\_ Date & Comps. fx \_\_\_ Y, \_\_\_ N ( \_\_\_\_\_ )

### DIAGNOSIS:

**Voltage** \_\_\_, **Chrg.** \_\_\_\_\_

**Cons.** \_\_\_\_\_, **Coils** \_\_\_\_\_

**SK1 SK2 SK3 SK3+**

**XTL CRW BRC CLSP**

**Other** \_\_\_\_\_

**Additional Services:**

\$ \_\_\_\_\_

\$ \_\_\_\_\_ **Total Charges**

### REPAIR PAYMENT:

RIA \_\_\_\_\_ 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3

\_\_\_ SDF Paid date \_\_\_\_\_

\_\_\_ Inv Paid date \_\_\_\_\_

\_\_\_ AB Date \_\_\_\_\_

### PARTS ORDER:

**ST-JB-MC-SK-EB** \_\_\_\_\_

**BO Notice** \_\_\_\_\_

### FINAL CONTROL:

**Voltage** \_\_\_, **Chrg.** \_\_\_\_\_

**Cons.** \_\_\_\_\_, **Coils** \_\_\_\_\_

**-DPT** \_\_\_ **+DPT** \_\_\_\_\_

### REPAIR DISPOSITION:

\_\_\_ **Repaired w/ notation** \_\_\_\_\_

\_\_\_ **Repaired on** \_\_\_\_\_

\_\_\_ **Shipped** \_\_\_\_\_

*Scan of Watch (above)*