

## Shipping & Repair Authorization Form

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

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

\*Address: \_\_\_\_\_

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

**\*Address MUST match your payment/billing address!!!!**

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 keeping time? Yes \_\_\_\_ No \_\_\_\_ Sometimes \_\_\_\_

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

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

**Has this watch been previously OPENED or REPAIRED by ANYONE (including you)? Yes \_\_\_\_ No \_\_\_\_ Unsure \_\_\_\_**

**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 associated with my payment, and that my kinetic watch will be diagnosed to require one of five (5) service levels. 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 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.

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

**SEND in a BOX (NO watch gift boxes, NO envelopes!) TO:  
BfW Company, Inc., 704 Pennsylvania Dr. Denton, Texas, 76205,  
Phone 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 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)

\_\_\_\_ signs of tampering/self or unskilled repair attempt

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)