



MOVADO GROUP INC.

Repair and Service Request Form

Please complete, print and return this form with your watch so we can expedite the repair process. **With this form, you can type directly into the sections that request information.** Thank you for doing business with Movado Group, Inc. (MGI)!

Instructions

1. Complete all of the requested information in Section I and Section II.
2. Review Section III to learn more about the repair process, and to indicate if you want us to automatically proceed with your repair.
3. Pack your watch securely in padded wrapping materials (for protection against shock) in a sturdy box sealed with tape. **PLEASE DO NOT** use or send us the 'gift' box your watch came in. Include your warranty protection card or a copy of the original sales receipt if your watch is still within the warranty period. If your watch is out of warranty, you will receive an estimate indicating all repair costs.
4. Ship via the courier of your choice, but please choose a method that allows you to track the package for security reasons. Remember to insure the watch for its full replacement value!

Important Information

For security reasons, our service and repair jobs are returned via FEDEX with Adult SIGNATURE REQUIRED. Therefore, please provide a daytime address where someone will be available to SIGN for the package. If FEDEX is unable to obtain a signature after 3 attempts, the package will be returned to MGI.

Section I. Personal Information (Please print clearly)

*Required information

Name*:

Daytime Phone Number*:

Mailing Address*:

Note: Daytime address for the return of your watch cannot be a PO Box.

Section II. Information About Your Watch

Model, Description, Serial Number and/or Model Number located on back of Watch:

Problem, Issue or Service Requested (check all that apply and comment as needed):

- | | | | | |
|--|---|--------------------------------|--|------------------------------------|
| <input type="checkbox"/> Watch not Running | <input type="checkbox"/> Strap/Bracelet | <input type="checkbox"/> Links | <input type="checkbox"/> Crystal | <input type="checkbox"/> Dial/Face |
| <input type="checkbox"/> Crown | <input type="checkbox"/> Clasp | <input type="checkbox"/> Hands | <input type="checkbox"/> Moisture/Condensation | |

Has your watch been previously repaired by MGI? Yes No If yes, approximate date of repair:

Other/Comments:



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Name:

Section III. Repair Process

1. After we receive your watch, we will perform a thorough inspection in order to provide you with an estimate/evaluation.
2. To expedite the evaluation and repair process, you can **pre-authorize the repair*** up to a specific dollar amount. If you agree to pay for repairs up to the amount(s) below, **please check the appropriate box and provide a valid credit card number and signature (we accept only Visa, MasterCard and American Express)**. MGI will then prioritize your watch repair.

***Pre-authorization can reduce the turnaround time by approximately 7 days.**

Automatically proceed with my repair if the total cost, including shipping, is:

- \$100.00 or Less
- \$140.00 or Less
- \$175.00 or Less
- \$ _____ or Less

VISA, MC or AMEX #:

EXP. Date:

Signature _____

Date:

Note: If the repair estimate is over the amount you checked, or if you do not pre-authorize the work, we will NOT do any work until we hear from you first.

You will receive a Service Estimate Form at the address you have listed above that describes all of the work that is required, the cost (if no longer under warranty), and the approximate time it will take to repair your watch. You may also request that no service be performed and that we return your watch to you in the condition it was received.

Track Your Repair Status Online (Only available for Watches Sent to Moonachie, New Jersey)

On your Service Estimate Form, we will provide you with a USER ID and Password to www.mgiservice.com where you can logon to review, approve and track the status of your entire repair online.

If you do not have access to a computer, the Service Estimate Form will provide you with mailing and fax instructions.