

CITIZEN®

BETTER STARTS NOW

UNITED STATES BRAND SUPPORT

COA - CS Dept, 1000 West 190th Street, Dept. R, Torrance, California 90502
Customer Service: (800) 321- 1023 ext.4234 email: customerservice_us@citizenwatch.com
Telephone Support hours 7:00 a.m. – 3:45 p.m. Pacific Time, Monday through Friday

You may find it necessary to return your timepiece for warranty or non-warranty service. We look forward to serving you. The following guidelines will help you submit your watch for repair to our service facilities. You will find a repair submission form on the next page for your use. Be sure to keep a copy for your records.

How to submit your watch for service:

- If you are a U.S. customer mailing your watch for service, we recommend you forward it via insured carrier to our Torrance facility as this location is better equipped to handle large volumes of repairs and inquiries. If sending to our Torrance facility, it is very important to address your package as follows:

COA - ATTN CS Dept,
1000 W 190th St. Dept. R
Torrance, CA 90502

**If any of the address information above is omitted,
your shipment may be refused at our receiving dock.**

If you live near one of our regional centers (Dallas or Georgia), please feel free to drop your repair off to them. We do not recommend you mail your watch to these regional centers as they are not equipped to handle large volumes of mailed repairs. Please note that our Torrance location does not accept walk-in or drop off repairs as we are a secure-site facility.

- If you are located outside the U.S. and are in need of repair assistance, please visit: <http://www.citizenwatch-global.com/network/index.html> to discover a service center in your locale.

- Package your timepiece in a sturdy container that will resist damage during transit. (All shipping and packing materials will be discarded. Therefore, please to not use any containers and/or materials you wish returned)

- Insure the shipment for retail replacement value. We suggest you utilize a method that allows package tracking such as UPS, FEDEX, or Insured Mail.

- Include a detailed letter describing what repairs you would like performed. The more detail you can provide with respect to your repair needs and what processes you may have already tried such as recharging your Eco Drive, the better job we can do for you. Also be sure to include your email address, daytime telephone number and your return address. It is also a good idea to note the case and serial numbers from the back of your watch. Be sure to keep a copy of your letter for your records.

- If you have an email address, be sure to include it with your repair. This will enable us to quickly let you know when your watch is entered into our system, provide a repair estimate and advise you of when your watch ships along with a tracking number.

- If you are submitting your watch for a warranty repair, be sure to include your completed warranty card or proof of purchase detailing the date and model.

- For work requiring pre-payment such as out of warranty work or for work not covered by the warranty, an estimate detailing such costs will be mailed and/or e-mailed to you prior to proceeding with the repair. Chargeable repair work requiring pre-payment will not be commenced until we have received your approval. You may authorize Citizen to proceed with the repair by mailing in a check or money order or by phoning us with a credit card number (Visa, MasterCard or American Express).

- Repair and/or parts pricing cannot be quoted in advance as actual parts needs cannot be determined until our technicians have had an opportunity to review your timepiece.

- Turnaround time varies by time of year. Approximate business day turnaround times (not including transit from you and back to you or parts backorder issues) for our Torrance facility are as follows:

Peak Periods: (January/February and August/September): Turnaround time generally runs about 10-12 business days after approval and payment of a repair.

Non-Peak Periods: Turnaround time generally runs about 8-10 business days after approval and payment of a repair. Warranty repairs will follow these turnaround times from the date of receipt, rather than an estimate approval/payment date.

BETTER STARTS NOW



PRINTABLE WATCH REPAIR SUBMISSION FORM

Please fill in the information below, then use Acrobat's print feature to print the completed form on your computer's printer. Include this form with your watch when sending it in for repairs.

RETURN INFORMATION:

NAME

ADDRESS

APT / SUITE

CITY

STATE

ZIP / POSTAL CODE

DAYTIME PHONE

E-MAIL ADDRESS

WATCH INFORMATION:

 -

CASE NUMBER (hyphenated number)

SERIAL NUMBER (6 to 8 digit number)

REPAIRS YOU WOULD LIKE PERFORMED:

DESCRIPTION OF REPAIRS