

CONSUMER SERVICE REQUEST

Wenger watches are covered under a 3-year limited warranty from date of purchase w/proof of purchase (veterans & refurbished models – have a 1-year warranty). If your watch is not under warranty, an estimate will be provided, before any repairs are made.

Please mail proof of purchase along with a copy of this form to the address listed below. All services will require a \$10 shipping and handling fee (warranted and non-warranted watches).

Wenger NA - Attn: Consumer Repairs
15 Corporate Drive
Orangeburg, NY 10962
Or fax to: 800 267-6991 Attn: Consumer Repairs

Please provide the following information to process your repair:

DATE: _____
NAME: _____
ADDRESS: _____

TELEPHONE #: _____ / _____
EMAIL ADDRESS: _____

Proof of Purchase: Enclosed: _____ Lost: _____

Description of watch condition:
___ Stops and Starts Other: _____
___ Date Feature not working _____
___ Moisture _____
___ Recalibration _____
___ Damaged crystal _____

Watch services requested:
___ **Battery Service** (\$20 – includes shipping/handling fee*) - replacement of battery, pressure seal and pressure test, cleaning (as needed) and quality control (functions, etc.).
___ Repair/Replacement Strap or Bracelet
___ Crystal Replacement

(Please allow a minimum of 4 weeks before contacting Wenger NA for service information.)
*New York State residents please add 8.375% Sales Tax.

In most cases the repair will be completed within 4 weeks. For out-of-warranty work, an estimate will be provided; approval and payment for repair must be obtained prior to processing repair. Please note there may be issues beyond our control, such as holidays, parts backorders or unique repairs that affect actual times.