



ATTN: REPAIRS DEPT.
2020 NE 163rd Street – 3rd Floor
North Miami Beach, FL 33162
1-866-506-2047

To obtain service on your timepiece complete the attached form and follow the instructions below:

SHIPPING CHECKLIST & INSTRUCTIONS:

- Please do not send the product in the original packaging as the packaging will not be returned with the item.
- Include completed repair form (attached, 1 form per timepiece).
- Include timepiece for repair.
- Include copy of proof of purchase. Failure to include proof of purchase will result in non-warranty repair costs.
- We suggest you send your timepiece by insured, traceable means and properly packaged to protect against damage during transit. Please be aware that ROUGOIS is not responsible for any impact / shipping damage or lost items that may occur during transit.
- For questions please contact our Customer Care representatives at 1-866-506-2047.

PLEASE ALLOW 2-6 WEEKS FROM THE DATE WE RECEIVE YOUR PACKAGE FOR YOUR REPAIR TO BE COMPLETED.



Please cut the below address label and attach to package

RETURN ADDRESS INFO:

NAME _____

ADDRESS _____

ROUGOIS

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WATCH REPAIR FORM

(Include this form with your timepiece when sending it in for repairs. One timepiece per form please.)

Please provide the necessary information below and use the table provided to estimate the repair costs (if warranty has expired). Once you have calculated the cost, fill out the repair authorization section with an approved repair amount. This means that, if all necessary repairs total equal to or below that amount, we will automatically repair the watch without contacting you with an estimate. If the cost exceeds your listed amount, we will contact you with an estimate. **We require credit card payment prior to shipment of repaired watch(s).** ****International checks are not accepted.**

CUSTOMER INFORMATION: (PLEASE PRINT CLEARLY)

NAME _____ DATE _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE NUMBER _____ EMAIL _____

REPAIR INFORMATION:

Watch Model _____ Purchase Date _____ Under Warranty (Yes or No) _____

Reason for Repair (Check all that apply)

- Watch doesn't run correctly
- Watch is not water resistant
- Watch operates intermittently
- Watch doesn't keep accurate time
- Watch has defective part

PLEASE FULLY DESCRIBE PROBLEM HERE _____

Repair Type	Ceramic Watch	Skeleton Watch
Battery Replacement	\$15	Clean / Adjustment \$59.95
Not Under Warranty		
New Movement	Quartz \$25 & up Chrono \$50 to \$75	\$60 to \$80
Stem and Crown	\$20	\$20
Mineral Crystal	\$20	\$20
Sapphire Crystal	\$50	N/A
Case	\$35	\$25
Dial	\$10+	N/A
Bezel	\$25	N/A
Band	\$50	Leather \$30 / Metal \$50
Return Shipping Fee	Domestic shipping: \$12.95 International shipping: \$30	Domestic shipping: \$12.95 International shipping: \$30
Labor fee in addition to above parts	\$25	\$75+

Total Estimate: _____

Repair Authorization **If total cost does not exceed the approved amount above, I authorize the repair to be executed accordingly.**

Signature: _____

Credit Card # _____ Exp. Date: _____ CVV#: _____