

Swiss Watches

Wenger Warranty & Repair

3-Year Limited Warranty

Wenger is proud to stand by our quality Swiss craftsmanship with a 3-Year Limited Warranty. Our Wenger watches are warranted to the original consumer/purchaser against breakage or malfunction under normal use due to defects in material or workmanship. Wenger warrants, for a period of three years from the date of original purchase, the hands, movement, and dial face plate of each watch to be free from defects in material and workmanship. The warranty is not extended to the watchcase, strap, bracelet, crystal, or battery. It also does not cover incidental, consequential or special damage arising from any or all uses of the watches. We will repair or replace, at our option, any defective Wenger watch with the same or a comparable model. The warranty becomes void if an unauthorized jeweler or retail location repairs the timepiece. This includes any work performed on the timepiece that requires the case back to be opened, including battery replacement. The warranty becomes null and void if the timepiece is misused, abused, tampered, or taken apart. Wenger watches must be repaired by **Precision Time**, our Authorized Repair Center, or the warranty is void. You can find contact information on the following pages.

Where do I send my Wenger watch for warranty repair?

All Wenger watches purchased through an authorized retailer are covered under a 3-year limited warranty from the date of purchase. If you have a Wenger watch that is in need of repair, please submit your repair request to **Precision Time**, our authorized repair center, for Wenger watches using the watch repair form on the next page. When sending your watch to our service location, please pack it carefully and securely. We recommend that you insure your watch against damage, theft or loss. Wenger is not responsible for damage, theft or loss during shipping. NOTE: PLEASE DO NOT SEND WATCH BOXES.

Please be sure that the words Wenger, S.A.K. Design, Swiss Military, Genuine S.A.K., or Genuine appear on the dial or on the back of the watch. See the examples below:





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How long will my Wenger watch repair take?

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 on backorder or unique repairs that affect actual times.

Where can I take my Wenger Watch to have the battery changed?

We recommend sending your watch to a **Precision Time Co.** authorized repair location for Wenger Watch battery replacement (US Customer's only). Please visit PrecisionTimeCo.com for a list of locations.

In order to ensure proper water-resistance, your watch must be pressure sealed once your battery has been replaced. Failure to do so can damage the movement of your watch. If the watch is not properly serviced, it may void your warranty. If you live outside the US, please visit Wenger.ch to locate an authorized Wenger Watch Service Center for your country.

Maintenance

Watch Disclaimer: Unqualified individuals may damage your watch or strap if not properly trained. Wenger is not responsible for damage to one's watch or strap during strap removal or installation. See your watch manual for warranty conditions.

Water-resistance: Even though your watch is water-resistant, it is not recommended that you wear it in a hot shower, sauna or hot tub.

Battery: We suggest sending your Wenger watch to Precision Time for battery replacement. Batteries should only be replaced by a professional jeweler to maintain the watch's water-resistance.

Bracelet: If your watch has a bracelet, we suggest you see a jeweler for any sizing adjustments.

Replacement Watchbands: Please contact our Customer Service Department at 1-800-442-2706.

Please provide your watch model number which can be found on the bottom of the watch case back. We will advise availability and pricing.

WENGER **MAIL-IN WATCH REPAIR**

Serviced at
PRECISION  **TIME**
THE WATCH EXPERTS

Wenger's Authorized Service Center

- | | | |
|----------|-------------------|--------------------------|
| 1 | Print Repair Form | <input type="checkbox"/> |
| 2 | Package | <input type="checkbox"/> |
| 3 | *Ship | <input type="checkbox"/> |

Once we receive your watch, our friendly watch repair experts will assess your repair needs and contact you with a detailed estimate.

Please note: There is a \$15 shipping & handling fee for all warranty and non-warranty watch repairs. Please send a check or feel free to call us to arrange alternative payment methods once watch is received.

***IMPORTANT NOTICE: We strongly encourage you to add shipping insurance to your package when you drop it off at the post office. The insurance amount you add should be sufficient to cover the value of your watch should it be lost or damaged in transit. Precision Time Co. is not responsible for watches lost or damaged while shipping. NOTE: Your package will not be traceable without adding insurance coverage.**

It takes time to do the job right. Please allow 3-5 weeks with shipping for the Service/Repair of your watch. All internal repair work guaranteed for one year.

Precision Time Watch Service Center 1-800-463-6816 or wsc@precisiontimeco.com
We service ALL brands, from Rolex to Timex.

 **WENGER**
REPAIR FORM

Serviced at

PRECISION TIME
THE WATCH EXPERTS

Wenger's Authorized Service Center

Watch Service Center 1-800-463-6816 or wsc@precisiontimeco.com

Customer Name _____

Address _____

City/ST _____ Zip Code: _____

H/W Phone (_____) _____ Cell Phone (_____) _____

Email _____

Watch Brand _____ Case Back # _____ Declared Value \$ _____

REPAIR INSTRUCTION

Please note: There is a \$15 shipping & handling fee for all warranty and non-warranty watch repairs. Please send a check or feel free to call us to arrange alternative payment methods once watch is received.

I authorize Precision Time to perform the above repairs and furnish necessary materials. I have provided and agree with the declared value. If lost or damaged I understand that for watches with a declared value of \$499 or less, I will receive replacement merchandise of like or similar retail value up to and not exceeding the declared value. For watches with a declared value of \$500 or more, I understand that if said item is lost or damaged, I will receive payment equal to the declared value and that such payment shall be a liquidated damage payment which shall be payment in full for the value of the lost or damaged watch. (Initials: _____). Merchandise may leave premises. Precision Time, at its sole discretion, may repair or replace watch movements as needed.

Customer Signature _____ Date _____

Please mail your watch with the Contact Information Sheet to:

Watch Service Center, 9298 South 500 West Sandy, UT 84070

Precision Time Watch Service Center 1-800-463-6816 or wsc@precisiontimeco.com

We service ALL brands, from Rolex to Timex.