



METRO SERVICE CENTRE
214 KING STREET WEST
SUITE #601
TORONTO, ONTARIO M5H 3S6
1-855-322-6465
fossilq@fossil.com

Metro Service Centre is the authorized service centre for Fossil Q.

To obtain service on your product, complete the attached form and follow the instructions below.

SHIPPING CHECKLIST and REPAIR INSTRUCTIONS:

- Include completed repair form (attached; please include **one** form per product and keep a copy for your records).
- Include product for repair. **Do not include charger if properly charging.**
- Include copy of proof of purchase for all warranty repairs. Failure to include proof of purchase will result in non-warranty repair costs.
- Please enclose full payment for repair by credit card, cheque or money order. Cheque or money order must be made payable to: **Metro Service Centre.**
- We suggest you send your product by insured, traceable means and properly packaged to protect against damage during transit. Please be aware that Metro Service Centre is not responsible for any impact / shipping damage or lost items that may occur during transit.
- Please **do not** send the product in the original packaging as the packaging will not be returned with the item.
- Items are shipped back via Canada Post.
- If the product proves to be defective in material or workmanship under normal use, it will be repaired or replaced free of charge at the discretion of Metro Service Centre.
- Please note all warranty services will incur a shipping and handling fee of \$10.00.
- For questions please contact our Customer Care representatives at **1-855-322-6465** or via email at fossilq@fossil.com

**PLEASE ALLOW 4-6 WEEKS FROM THE DATE WE RECEIVE YOUR PACKAGE
FOR YOUR REPAIR TO BE RETURNED TO YOU.**

MAIL IN ADDRESS ONLY - PLEASE MAIL IN YOUR REPAIR

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FOSSIL Q REPAIR FORM

Include this form with your item when sending it in for repairs.
Please include one form per product.
Product is returned via Canada Post.

CUSTOMER INFORMATION: (PLEASE PRINT CLEARLY)

NAME DATE

ADDRESS APT/SUITE #

CITY PROVINCE/TERRITORY POSTAL CODE

DAYTIME PHONE HOME PHONE

EMAIL

REPAIR INFORMATION:

WHAT PLATFORM ARE YOU USING?: iOS ANDROID IS THE ITEM ENGRAVED?: YES NO

STYLE # FROM CASEBACK: SERIAL # FROM CASEBACK:

EX: FTW#### or FTJ####

PLEASE FULLY DESCRIBE PROBLEM HERE:

.....

.....

Q REVELER/DREAMER JEWELRY

WARRANTY: 2 year module warranty with proof of purchase from authorized retailer.

Module not connecting

Module not vibrating

Module not lighting up

Module not charging (please include charger)

\$10.00 Return Shipping

NON-WARRANTY:

Band Replaced \$30.00

Case Replaced \$36.00

Module Replaced \$60.00

All non-warranty repairs incur:

Labour \$20.00

Return Shipping \$10.00

Q GRANT WATCH

WARRANTY: 2 year module warranty with proof of purchase from authorized retailer.

Module not connecting

Module not vibrating

Module not lighting up

Module not charging (please include charger)

Movement Dial Hands

\$10.00 Return Shipping

NON-WARRANTY:

Leather Band \$30.00 Dial \$12.00

Metal Band \$48.00 Hands \$12.00

Battery \$7.00 Module \$60.00

Case/Crystal \$36.00 Movement \$55.00

Crown \$12.00

All non-warranty repairs incur:

Labour \$20.00

Return Shipping \$10.00

Battery Replacement only: \$30.00

Q FOUNDER DISPLAY WATCH ANDROID WEAR

WARRANTY: 2 year module warranty with proof of purchase from authorized retailer.

Module not connecting

Module not vibrating

Module not lighting up

Module not charging (please include charger)

\$10.00 Return Shipping

NON-WARRANTY:

Leather Band Replaced \$30.00

Metal Band Replaced \$48.00

Complete Case with Module \$235.00

All non-warranty repairs incur:

Labour \$20.00

Return Shipping \$10.00

Please Note: No data, software or applications added to your Product will be reinstalled. You should keep a separate backup copy of contents of the Product before delivering the Product to Metro Service Centre, as some or all of the contents may be deleted or reformatted during the service.

APPLY APPLICABLE TAXES BASED ON PROVINCE / TERRITORY AS PER CHART BELOW

New Brunswick Newfoundland Ontario	British Columbia	Nova Scotia	Quebec	Alberta Saskatchewan Manitoba PEI	Northwest Territories	Nunavut	Yukon
13%	12%	15%	9.98%PST 5% GST	5%	5%	5%	5%

PAYMENT METHOD

CREDIT CARD CHEQUE (Payable to Metro Service Centre) MONEY ORDER

IF CREDIT CARD, SELECT:

MASTERCARD VISA DISCOVER AMERICAN EXPRESS

CREDIT CARD #: _____ SIGNATURE REQUIRED FOR CREDIT CARD PAYMENTS

EXPIRATION DATE: _____