



METRO SERVICE CENTER
Attn: REPAIRS DEPT.
10615 SANDEN DRIVE
DALLAS, TEXAS 75238
1-800-842-8621

NOTIFICATION #

Metro Service Center is the authorized service center for the following timepieces:

adidas, Armani Exchange, Burberry, Diesel, DKNY, Emporio Armani, Fossil, Fossil Swiss-Made, Karl Lagerfeld
Marc by Marc Jacobs, Michael Kors, MICHELE, Relic, Skagen, Starck, and Zodiac.

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

SHIPPING CHECKLIST and REPAIR INSTRUCTIONS:

- Include completed repair form (attached, ONE form per timepiece).
Include timepiece for repair.
Include copy of proof of purchase or the completed warranty card for all warranty repairs. Failure to include proof of purchase or warranty card will result in non warranty repair costs.
Quotes will be provided via e-mail (when provided) or phone, for repairs on timepieces when the repair charges exceed \$100.
Please enclose full payment for repair by credit card, check or money order. Check or money order must be made payable to: Metro Service Center.
We suggest you send your timepiece by insured, traceable means and properly packaged to protect against damage during transit. Please be aware that Metro Service Center is not responsible for any impact / shipping damage or lost items that may occur during transit.
Shipping and labor charge waived in California for repairs covered by warranty.
Please do not send the product in the original packaging as the packaging will not be returned with the item.
For questions please contact our Customer Care representatives at 1-800-842-8621.

PLEASE ALLOW 2-4 WEEKS FROM THE DATE WE RECEIVE YOUR PACKAGE.



Please cut the below address label and attach to package

RETURN ADDRESS INFO:

NAME _____

ADDRESS _____

METRO SERVICE CENTER
ATTN: REPAIRS DEPT.
10615 SANDEN DRIVE
DALLAS, TX 75238



WATCH REPAIR FORM

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

CUSTOMER INFORMATION: (PLEASE PRINT CLEARLY)

NOTIFICATION #

NAME DATE
 ADDRESS APT/SUITE #
 CITY STATE ZIP
 DAYTIME PHONE HOME PHONE
 EMAIL

REPAIR INFORMATION:

IS THE TIMEPIECE RUNNING?: YES NO
 IS THE TIMEPIECE ENGRAVED?: YES NO
 STYLE # FROM CASEBACK SERIAL # FROM CASEBACK

PLEASE FULLY DESCRIBE PROBLEM HERE:

PLEASE REFERENCE THE REPAIR CHARGES LISTED BELOW FOR YOUR SPECIFIC BRAND. IF YOU HAVE ANY QUESTIONS REGARDING YOUR TIMEPIECE, PLEASE CONTACT OUR CUSTOMER CARE AT 1-800-842-8621. IF YOUR SPECIFIC CHARGES ARE LISTED BELOW, PLEASE INCLUDE PAYMENT WITH YOUR REPAIR. DO NOT SEND CASH. PLEASE PROVIDE PAYMENT IN US DOLLARS ONLY. CHARGES LISTED ARE ONLY FOR CUSTOMERS IN THE USA.

- adidas ORIGINALS
- adidas PERFORMANCE
- ARMANI EXCHANGE
- DIESEL
- DKNY
- FOSSIL
- RELIC
- SKAGEN
- STARCK
- MICHAEL KORS

- BURBERRY
- EMPORIO ARMANI
- FOSSIL SWISS-MADE
- KARL LAGERFELD
- MARC BY MARC JACOBS
- MICHELE
- ZODIAC

BATTERY REPLACEMENT ONLY	CHARGE
BRANDS NOTED ABOVE***	\$18.50

***Includes shipping

BATTERY REPLACEMENT ONLY	CHARGE
BURBERRY timepiece**	\$50.00
OTHER BRANDS noted above**	\$22.50

**Includes shipping

REPAIR TYPE	CHARGE
NOT UNDER WARRANTY* MICHAEL KORS TIMEPIECE* <small>*(includes- bracelet, band, battery, crystal, case, shipping & \$11 labor fee)</small>	\$45.00 \$60.00
CERAMIC part replacement for timepiece of brands noted above	ADD \$40.00
UNDER WARRANTY (only shipping)**	\$8.50

WARRANTY: limited warranty with proof of purchase from an authorized retailer.
 **Charges waived in California for repairs covered by warranty.

REPAIR TYPE	CHARGE
NOT UNDER WARRANTY <small>(includes- bracelet, band, battery, crystal, case, shipping & \$15 labor fee)</small>	QUOTE
QUOTE POLICY: Customers are only contacted for quote approval if the repair is greater than \$100 (excludes shipping & labor). If Metro Service Center does not receive approval within 30 days of the 1st quote, the watch is returned "as is."	
UNDER WARRANTY* (only shipping)**	\$12.50

WARRANTY: 2 year limited warranty with proof of purchase from an authorized retailer.
 * Shipping fee waived for **Burberry** repairs covered by warranty.
 **Charges waived in California for repairs covered by warranty.

PAYMENT METHOD

- CREDIT CARD CHECK (Payable to Metro Service Center) MONEY ORDER

IF CREDIT CARD, SELECT:

- MASTERCARD VISA DISCOVER AMERICAN EXPRESS

CREDIT CARD #:	SIGNATURE REQUIRED FOR CREDIT CARD PAYMENTS
EXPIRATION DATE:	

Internal Use Only:

SHIPPED FROM STORE#: _____ MANAGER APPROVAL SIGNATURE: _____ Select if applicable: SD