



METRO SERVICE CENTRE CANADA  
214 KING STREET WEST  
SUITE #601  
TORONTO, ONTARIO M5H 3S6  
NOTIFICATION #.....  
(if applicable)

Metro Service Centre Canada is the authorized service centre for Chaps Connected, Diesel ON, Emporio Armani Connected, Fossil Q, Kate Spade New York Connected, Michael Kors Access, Misfit and Skagen Connected.

## 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. **For Touchscreen Smartwatches, and first generation Fossil Q only: Do not include the 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.
- By adding your credit card onto this repair form you authorize us to charge you up to \$100 for repairs. Any repair over \$100 you will be contacted for approval prior to repairs being processed.
- 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 Canada 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 UPS.
- 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 Canada.
- For questions please visit our website.

**PLEASE ALLOW 4-6 WEEKS FROM THE DATE WE RECEIVE YOUR PACKAGE,  
FOR COMPLETION OF REPAIRS AND SHIPPING TIME BACK.**

**MAIL IN ADDRESS ONLY - PLEASE MAIL IN YOUR REPAIR**

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# REPAIR FORM

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

NOTIFICATION #.....  
(if applicable)

## CUSTOMER INFORMATION: (PLEASE PRINT CLEARLY)

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

EMAIL .....

## REPAIR INFORMATION:

WHAT PLATFORM ARE YOU USING?:  IPHONE  ANDROID IS THE ITEM ENGRAVED?:  YES  NO  
 STYLE # FROM CASEBACK: ..... SERIAL # FROM CASEBACK: .....

PLEASE FULLY DESCRIBE PROBLEM HERE:  
 .....  
 .....

### DISPLAY SMARTWATCH

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)  
 Add/Remove \_\_\_ links (How many?)

NON-WARRANTY: QUOTE\*  
 Band  
 Case/Screen/Pusher

All non-warranty repairs incur:  
 Labour \$20.00  
 Return Shipping \$10.00

### HYBRID SMARTWATCH

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

Module not connecting  
 Module not vibrating  
 Module not lighting up  
 Battery dead / Not working  
 Dial  Hands  
 Add/Remove \_\_\_ links (How many?)

NON-WARRANTY: QUOTE\*  
 Band  Dial  
 Battery  Hands  
 Case/Pusher  Water Damage  
 Crystal

All non-warranty repairs incur:  
 Labour \$20.00  
 Return Shipping \$10.00

### TRACKER

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

Module not connecting  
 Module not vibrating  
 Module not lighting up  
 Battery dead / Not working

NON-WARRANTY: QUOTE\*  
 Battery  
 Other

All non-warranty repairs incur:  
 Labour \$20.00  
 Return Shipping \$10.00

\*Customers are only contacted for quote approval if the repair is greater than \$100 (Excludes return shipping of \$10.00 and labour charge). If Metro Service Centre does not receive approval within 30 days of the 1st quote the watch is returned "as is".

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 CHARTS BELOW

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

### PAYMENT METHOD

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

IF CREDIT CARD, SELECT:  
 MASTERCARD  VISA  DISCOVER

CREDIT CARD #: \_\_\_\_\_ SIGNATURE REQUIRED FOR CREDIT CARD PAYMENTS

EXPIRATION DATE: \_\_\_\_\_

Internal Use Only:  
 Shipped From Store#: \_\_\_\_\_ Select If Applicable:  SD