



SERVICE/ REPAIRS: No RA# is required for general service or repair.

We strongly recommend that the customers use our Factory Service Facilities for all required servicing, including battery replacements. You may notice that the watches state 'do not open' on the case backs. This is there for a reason! The watches are specially sealed to ensure a specific water resistance rating. IF ANYONE ELSE OPENS THE WATCH THE WARRANTY IS VOIDED. This is not to say that other jewelers or watchmakers cannot replace the batteries, only that we cannot guarantee the watch will be resealed correctly and water resistant to spec - therefore compromising the warranty. We only work on our own product and no one knows them better than we do! Our Full Service pricing is very reasonable ranging from about \$28.00 USD for models such as the M1 to \$125.00 USD for more complicated models such as Aquamatic II for a Factory Full Service (return shipping included). Basic battery changes start at approximately \$15.00 USD (does not include return shipping). Pricing is subject to change without notice. Whether it's a basic battery change or major repair, we will handle it promptly and efficiently. Anytime a watch is sent to our service facility from the store level on behalf of a customer, you should provide the following information:

- Store name, address, telephone#, contact name
- Requested repair/ service
- Clear indication of where to return the watch upon completion of repairs/ service
- Customers name and date of purchase (proof of purchase is required for warranty repairs)

A COPY OF THE ORIGINAL BILL OF SALE IS REQUIRED FOR ALL WARRANTY WORK.

Please keep in mind that turnaround times vary throughout the year depending on the time of year, volume in the service department, part availability and extent of the repairs required. Estimates are provided at no charge upon request.

All USA dealers and USA customers should send the items to our USA facility as follows:

**ATTN: SMWC SERVICE CENTER
264 H STREET, SUITE D
BLAINE, WA 98230
USA**

BASE FEE: The base fee is the minimum charge on any repair (unless a Full Service is purchased). This fee covers the cost of receiving, logging in, fault detection, and analysis by our technicians, logging out and recording of the repair. The cost of supplying and installing a top-line battery in quartz models is included in the base fee. The cost of return shipping and insurance fee is not included.

Servicing other brands of watches:

Please note that SMWC Service Centers are intended for St.Moritz and Momentum® product only. We only service/ repair our own watches. If we receive other branded models (example: Freestyle, Suunto, etc) - we will simply send them back as is and charge you the appropriate fees for shipping.



2/4/6 WARRANTY EXTENSION PROGRAM

St. Moritz and Momentum® watches* are covered against manufacturing defects for a period of 2 years from the date of purchase. At the end of 2 years, you can send in your watch for a **Full Service, thereby extending the warranty for 2 years. After 4 years, you can send in your watch for a second Full Service, thereby extending your original warranty for an additional 2 years. (i.e. total of 6 years.)

What is covered?

Any manufacturing defects.

The accuracy and reliability of the watch movement.

The waterproof performance of the watch. (N.B. see notes on use of screw-down crown)

What is not covered?

Water damage caused by failure to screw in the crown correctly.

Batteries***

Damage caused by normal wear-and-tear or aging.

Bands which require replacement due to wear. (e.g. leather bands worn in the water)

Damage caused by abuse, misuse or accidents.

Scratched or cracked crystals

Damage arising after the watch is opened or serviced by anyone other than our Factory- or Authorized Service Centers.

A COPY OF THE ORIGINAL BILL OF SALE IS REQUIRED FOR ALL WARRANTY WORK.

* Some Models have special warranties. (e.g. our M50-DSS and LOGIC have a straight 6 Year warranty, as no regular battery changes are necessary.) Check the warranty on your specific model.

** Full Service Packages include a extension of the original warranty, for as long as parts are available. Please note however that a Full Service for older, discontinued models may not include an extension of the warranty, if original parts are in limited supply or unavailable. Please check with our Customer Service Department for to confirm whether any non-current models qualify for the extended warranty.

*** Battery life can vary significantly, depending on how long the dealer has a watch in stock prior to sale, use of alarms, backlights, etc., therefore it is impossible to guarantee battery life.

CONSUMER
DEALER
Please check one.



MOMENTUM[®]
BY ST. MORITZ WATCH CORP.

SERVICE & REPAIR FORM

Consumers: please complete, print, and include this form with your watch.
Dealers: please complete the dealer section on page 2.

ABOUT YOU:

Watch Owner Name:			
Billing Address (For Credit Card):			
City:	State Or Province:	Postal/ Zip Code:	Country:
Shipping Address (If different from billing address):			
City:	State Or Province:	Postal/ Zip Code:	Country:
Daytime Telephone Number:		Home Telephone Number:	
Email ¹ :			

ABOUT YOUR WATCH:

Watch Model:	
Where Purchased:	Date Purchased ² :

SERVICE WORK REQUIRED:

☐ Factory Full Service ³	☐ Inaccurate
☐ Repair Moisture Damage	☐ Runs Slow
☐ Replace Crystal (Mineral)	☐ Runs Fast
☐ Replace Crystal (Sapphire) ⁴	☐ Date Does Not Change
☐ Replace Band (Same as original)	☐ Function/ Button Not Working
☐ Replace Band (Metal)	☐ Crown Not Screwing In
☐ Replace Band (Other). Type: Color:	
☐ Stopped	
☐ Other:	

¹ Email addresses are used to notify you upon receipt of your watch as well as to complete an advance shipment notification through the carrier shipping back your watch.

² A copy of your original bill of sale is required for all warranty work.

³ The Factory Full Service includes battery, water-resistance testing, return shipping, and warranty extension (to those who qualify).

⁴ Sapphire crystals are available for many St. Moritz and Momentum[®] models. Check with us for the availability of this crystal for your watch.



MOMENTUM®
BY ST. MORITZ WATCH CORP.

SERVICE & REPAIR FORM

CREDIT CARD INFORMATION:⁵

Card Number:	Expiry Date (MM/YYYY):	V-Code ⁶ :
Card Holder Name:	Credit Card Type: ☐ Amex ☐ Visa ☐ Mastercard	
Card Holder Signature:		
Date (MM/DD/YYYY):		

Your credit card information will allow us to offer you faster service. Please note: we will not charge your credit card until the repairs are completed. Repairs costing less than \$100 will be automatically billed to your card and returned to you. If total repair costs exceed \$100, we will email you an estimate for approval, prior to billing your card or completing the repair.

NOTE: The Service Centers in Germany, Holland, and the UK may not have the ability to process credit cards. If this is the case, you will be contacted to arrange an alternate method of payment.

AUTHORIZED SERVICE CENTERS:

Customers In Canada (and all other Countries not listed here): Attn: SMWC Service Center 1140 West 7th Avenue Vancouver, B.C. V6H 1B4 CANADA	Customers In United States (Including AK, HI, PR, GU, & USVI): Attn: SMWC Service Center 264 H Street, Suite D Blaine, WA 98230 USA	Customers In United Kingdom: Momentum® Service 52 Western Road Tring, Herts HP23 4BB UNITED KINGDOM
Customers In Germany: Momentum® Service Uhrenmacherei Boxberg Ringstr. 12 51766 Engelskirchen-Loope GERMANY	Customers In Holland: Momentum® Service Zwart Timing Nieuwe Ginnekanstraat 4 Breda 4811 NR THE NETHERLANDS	

Please do not include the gift-box when returning a watch for service; this increases shipping costs unnecessarily. Please ensure you adequately package your watch to avoid damage while in transit.

BELOW SECTION FOR AUTHORIZED DEALERS ONLY⁷:

Company Name:		
Company Address:		
Dealer ID:		
Repair Reference / Dealer Tag or Slip Number:	Store Contact Person:	Email:
Date Of Purchase: (please include copy of original purchase receipt for all warranty claims)	Telephone:	Fax:
Client's Name:		

ATTENTION ALL CONSUMERS AND DEALERS:

ST. MORITZ AND MOMENTUM® WATCHES THAT ARE STILL UNDER WARRANTY MUST BE SERVICED BY ST. MORITZ WATCH CORP.; WATCHES SERVICED BY ANY NON-AUTHORIZED SERVICE CENTRE WILL VOID ANY REMAINING WARRANTY. A COPY OF THE ORIGINAL BILL OF SALE IS REQUIRED FOR ALL WARRANTY WORK.

⁵ Billing address for your credit card must match the billing address on page 1.

⁶ The v-code is an extra 3 digit number printed after the credit card number, on the back of most cards; for american express cards, the v-code is a 4 digit number printed on the front of the card. The v-code is a security feature of your credit card, and is required for credit card processing. For additional information, contact your credit card issuer.

⁷ No Return Authorization number is required to send in Momentum® / St. Moritz product for repair/ service.