Watch Repair Ticket

Shop name & phone:

No.

Date: ____ / ____ / _____

1 CUSTOMER

Name	Phone
Contact me by ☐ Phone ☐ Text ☐ Email ☐ Other (_____)	Email / best time to reach

2 ITEM

Brand and model	Movement ☐ Quartz ☐ Automatic ☐ Manual ☐ Smart
Case / serial number	Band ☐ Metal ☐ Leather ☐ Rubber ☐ Other

Work requested
☐ Battery ☐ Full service ☐ Crystal ☐ Crown / stem ☐ Band sizing ☐ Strap ☐ Water test ☐ Polish ☐ Other

Left with the watch
☐ Box ☐ Papers ☐ Extra links ☐ Warranty card ☐ Other (_____)

3 PROBLEM AND REQUEST

Problem (in the customer's own words)

Request ☐ Repair ☐ Estimate only ☐ Rush ☐ Mail back to me ☐ Other (_____)	Budget limit $

4 CONDITION AT DROP-OFF (checked with the customer)

☐ Scratched crystal ☐ Scratched case ☐ Dented ☐ Moisture inside ☐ Not running ☐ Fast / slow ☐ No other issues

Where and how bad	Checked by

5 ESTIMATE AND DUE DATE

Rough estimate $	After the estimate ☐ Call me before work starts ☐ Go ahead up to $_____	Approved on ____ / ____
Ready by ____ / ____	Picked up on ____ / ____	Payment ☐ Cash ☐ Card ☐ Deposit $_____ ☐ Other

6 STAFF, PROGRESS AND PICKUP

Taken in by	Repaired by	Progress (tick when done) ☐ In ☐ Estimated ☐ Approved ☐ In repair ☐ Done ☐ Notified ☐ Picked up

At pickup (with the customer) ☐ Claim ticket number matches ☐ Work checked together ☐ Everything left with us returned ☐ Paid	Handed over by

7 PLEASE READ

1. If the repair will cost more than the estimate, we will contact you before doing any extra work.
2. The condition of your item at drop-off is noted in section 4. If we find other problems during the repair, we will let you know.
3. Items not picked up within _____ days after we tell you they are ready are handled according to our shop policy.
4. Water resistance is not guaranteed once a case has been opened, unless a pressure test is done and noted on this ticket.

I have read the above. Customer signature	Shop notes

CUT HERE — customer's claim ticket below (bring it to pick up your item)

Claim Ticket (customer copy)

Shop name & phone:

No.

Date: ____ / ____ / _____

Name	Item	
Rough estimate $	Ready by ____ / ____	We'll contact you by

Condition noted together at drop-off

If the repair will cost more than the estimate, we will contact you before doing the work. Items not picked up within the period in our shop policy are handled according to that policy. Please bring this ticket when you pick up your item.