

RETURN FORM FOR AFTER-SALES SERVICE

Please complete this form with the required information to quickly process your return request.

This form must be included with your shipment to facilitate the handling of your request.

A - DESCRIPTION OF THE PROBLEM

Please describe in detail the issue encountered with your watch.

B - CONTACT INFORMATION

Last name

First name

Email

Telephone

Postal address

C - RETURN INSTRUCTIONS

- 1 - Carefully pack the watch to avoid any damage during transport.
- 2 - Include proof of purchase: the original warranty card or a copy of the purchase invoice.
- 3 - Include this form in the package.
- 4 - Use a shipping service with tracking to follow the package's delivery.
- 5 - Keep the proof of shipment until the confirmation of receipt by our after-sales service.

Important: We disclaim any responsibility for damages caused during transport or loss of the package. It is your responsibility to ensure the shipment is carried out under appropriate conditions.

Please send your watch to the following address:

**SMB SAV LIP
BP 87504
25075 BESANÇON
Cedex 9**

For any questions, please contact our SAV at **03.81.48.48.61**
Monday to Thursday from 8:00 am to 12:00 pm and from 1:30 pm to 5:00 pm;
Friday from 8:00 am to 12:00 pm and from 1:30 pm to 4:00 pm
or via email at savlip@smb-horlogerie.com.