

# Hugo Boss Watch Service Advice

We are committed to providing the very finest service for your Hugo Boss brand watch. Should your watch require service, please forward to:

Hugo Boss Service  
7501 N. Harker Dr.  
Peoria, IL 61615

Customer Service operators are available Monday through Friday from 9:30AM to 4:30PM Central Standard Time. You may call 309-692-1719 to speak with a customer service representative, or leave a message for a call-back. You may email us at [web@parsecent.com](mailto:web@parsecent.com).

Questions regarding the status of your repair may be answered by going to our website at **[www.parsecent.com](http://www.parsecent.com)** and entering your email or job number in the status bar. This service is available 24/7. If you are a retailer please follow the links to check the status of any repairs you have sent. ( You may need to call for a retailer ID before accessing this service.) **You will only be advised that your watch is received at the service center if you include your email address.**

In sending a watch for service please fill out the form shown below with all pertinent contact information and the problem the watch is having.

If your watch is in warranty, you must enclose a copy of your receipt or other validated proof of purchase date. If your watch is out of warranty or having a problem not covered by the written warranty you will be contacted before any work is performed. **Be sure to provide your email address for this purpose.** Please do not send the watch in its display or gift box as it may not be possible to return it.

**Please Note: Return Shipping & Handling is \$15.00.**

Sending your product for service...

Place your product in sturdy packaging. Secure it from moving in the box by filling the surrounding area with crumpled newspaper, tissue or other packing material. Important: Do not send in a padded envelope where it will be easily damaged, lost or stolen in transit. Insure your product against loss or damage.

Fill out and include this form along with a Proof of purchase (sales receipt or authenticated signed warranty card).

for carriers such as UPS, FedEx – USE: 7501 NORTH HARKER DRIVE • PEORIA, IL 61615

Limit of Liability: When no value is listed, it will be assumed that the value of the product is less than \$50.00

Bill to address: Name _____	Brief description of problem: _____ _____ _____
Address 1 _____	
Address 2 _____	
City _____ State _____ Zip _____	
Phone _____ Fax _____ E-Mail _____	
Ship to address (if different from above):	
Address 1 _____	
Address 2 _____	
City _____ State _____ Zip _____	
Phone _____ Fax _____ E-Mail _____	

**Hugo Boss Service Center**  
PHONE: 309-692-1719  
FAX: 309-689-6543  
**web** @parsecent.com  
[www.parsecent.com](http://www.parsecent.com)

Payment in:  VISA  MC Exp. \_\_\_\_\_  Cashier's check  Money order

CARD #

Amount of Payment \_\_\_\_\_ Signature \_\_\_\_\_

04/17/13