Columbia Watch Service Advice

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

Columbia 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 1-877-308-4740 to speak with a customer service representative, or leave a message for a call-back.

Questions regarding the status of your repair may be answered by going to our website at **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. Be sure to enclose a check, money order or credit card authorization for the return shipping and handling of $12.95. (This is not a repair charge.)

If your watch is in warranty, please enclose a copy of your receipt or other 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.

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 payment of $12.95 for return shipping & handling and Proof of purchase.

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

***Make all Cashier's Checks or Money Orders payable to: Parsec Enterprises, Inc.
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 _____
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 _____

Brief description of problem:

_____

_____

_____

Columbia Service Center
PHONE: 309-689-6531
FAX: 309-689-6543
web@parsecent.com
www.parsecent.com

Payment in: ☐ VISA ☐ MC Exp. _____ ☐ Cashier's check ☐ Money order

CARD # ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Amount of Payment _____ Signature _____

04/05/02