

# Hello,

To send your watch in for repairs please send the watch with a letter containing the following information.

- Your return address
  - Contact information
  - What you are sending in and why
  - Date of purchase information if less than 3 years old. This can be a copy of the receipt, credit card statement or email confirmation. But it must containing the date and be purchase from an Authorized Retailer of Wenger.
- \$15.00 in check or money order for return shipping and handling

Mail the watch and letter in a sturdy box (not the original display box) and make sure you insure the package.

The address to send the watch to is:

**Parsec Enterprises**  
**7501 N Harker Dr.**  
**Peoria, IL 61615**

Once we receive the watch we will evaluate it. We will provide an estimate of repairs with in 24 to 48 business hours of receiving the watch. We send the estimate via email, fax or mail. If the matter is found to be something covered under warranty, then the only cost is return shipping and handling. Repair will not beginning until we have your payment consent. Repair time on average is 7 to 10 business days in house once payment is made.

You can always check the status of the repair online at our website with your email address or job number. If you have any questions you can contact us via chat, email or phone.

[www.parsecent.com](http://www.parsecent.com)

**Thank you for your time and future business!**