



### WATCH RETURN / EXCHANGE FORM

(Include this form with your watch when sending it in for Returns or Exchanges. One watch per form, please.)

**CUSTOMER RETURN INFORMATION:**

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Daytime Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

E-Mail \_\_\_\_\_

**ORDER #** \_\_\_\_\_

**RMA #** \_\_\_\_\_

Please note reason(s) for return:

- Didn't like
- Item too big/small
- Incorrect item shipped
- Incorrect online description
- Defective item
- Damaged Item

Please indicate what action you would like us to take, including a brief statement below:

- Refund
- Repair
- Exchange for different item: \_\_\_\_\_

Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SHIPPING INFORMATION:**

We recommend that you ship your watch to us through insured and traceable means. Please pack your watch properly to protect against damage during transit. Please enclose a copy of your proof of purchase. If you have any questions, please contact us at 1-877-547-4438

**RETURN CHECKLIST:**

- Watch(es) enclosed
- One form per watch enclosed
- Copy of Proof-of-Purchase enclosed
- Shipping label below affixed to your package

The issuance of an RMA does not constitute an agreement on Jorg Gray part to accept the merchandise. A refund / exchange will only be accepted once the merchandise has been received and thoroughly inspected. This RMA number is valid for ten (10) days from [RMA date].

I agree to conditions stated above and I understand the Jorg Gray return policy as stated on [www.jorggray.com](http://www.jorggray.com) website

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Returned merchandise will not be accepted without this letter being signed and accompanying the merchandise.

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Please cut out this shipping label and attach to your return package.

SHIP TO:  
**JORG GRAY TIMEPIECES**  
**ATTN: RETURN / EXCHANGE DEPT**  
**1201 BELL AVENUE**  
**TUSTIN, CA 92780**