

# VICENTERRA

## FORM for "RETURN GUARANTEE" to VICENTERRA

For any product to be returned to VICENTERRA for after-sales service in Switzerland, please contact  
VICENTERRA SA by e-mail :

[support@vicenterra.ch](mailto:support@vicenterra.ch)

Then please complete the following form describing the problem, print and include it with your shipment.

LAST NAME / FIRST NAME :	
N° : STREET :	
CITY :	
ZIP CODE :	
N° SALES CONTRACT :	
PRODUCT NAME / REFERENCE :	
CASE N° :	VT/S...../.....
PLATE N° :	VT-.....-S.....-0.....
SERIAL N° :	N° .....
AUTHORIZATION NUMBER :	
DATE OF DISPATCH :	
CUSTOMER'S SIGNATURE:	

Note: N° box, N° plate and serial number are noted in the certificate of origin and  
in the section warranty book, they are also visible on the back of your timepiece

### **Description of the problem**

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### **Outward appearance of the watch (scratch, surface marks...)**

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For any sending, we recommend that you use a reliable delivery method and which requires a signature upon delivery. (recommended or special Delivery). VICENTERRA SA will accept no responsibility nor re-imburement for non-returned products to its premises.

Shipping costs will be re-imbursed for products still under guarantee.

Please join to the package a copy of the purchase invoice and guarantee to the following address :  
**VICENTERRA SA, 1 rue du Stade, CH-2926 Boncourt, Switzerland**