



Wynwood Clock Company

17356 Cussewago Road

Meadville, PA 16335

www.wynwoodclock.com

Toll Free 1-888-512-0560

CUCKOO CLOCK REPAIR AUTHORIZATION FORM

This is a request and authorization for Wynwood Clock Company to inspect my clock as described below for the purpose of obtaining an estimate for repair. I understand and agree that I am not obligated to accept the estimate; however, if I agree to have the work completed, I agree to the following terms:

1. Wynwood Clock Company will require a deposit by VISA, MasterCard, or Discover, which confirms my authorization for the repair. I agree and understand that this deposit is non-refundable.
2. I am authorizing the repair to be completed within +/- 10% of the estimate.
3. I agree to pay the return shipping costs which are calculated at time of completion of the work, and that such return shipments will be shipped via UPS with a signature required for delivery. Other shipping arrangements may be available at additional costs.
4. While repairs in general are completed within 1 - 12 weeks of my authorization, I understand that this is custom work and that at times it may require longer than 12 weeks for completion.
5. I certify that I am the lawful owner of the clock and not a third party to this transaction.
6. I further understand that if I do not want the work to be done, I will provide Wynwood Clock Company payment for packing and shipping my cuckoo clock back to me within 30 days of receiving the estimate. If I do not provide return shipping payment within 30 days, I authorize Wynwood Clock Company to dispose of my clock as they see fit.
7. I understand that Wynwood Clock Company will not be liable for damage from improperly packed clocks shipped to them. I also acknowledge that it is recommended that a professional packing service be used such as UPS Store or FEDEX Office. I understand that the package should be adequately insured for replacement value.
8. I have read and understand the terms of the limited one year warranty at the bottom of this page.
9. I understand that credit card charge backs are the same as NSF checks and will be collected and/or prosecuted accordingly.
10. All clocks should be shipped to Wynwood Clock Company, 17356 Cussewago Road, Meadville, PA 16335. We are a mail-order only repair service. You cannot make physical drop-offs.

Date: _____

Full Name: _____

Street Address: _____

City: _____ St: _____ Zip: _____

Email: _____

Phone Number: _____

Problem with Clock: _____

SHIP TO:

WYNWOOD CLOCK COMPANY

National Service Center

17356 Cussewago Road

Meadville, PA 16335

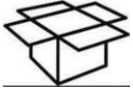


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PACKAGING INSTRUCTIONS

Thank you for considering our cuckoo clock repair services. In order to provide you with an accurate evaluation and free estimate of your clock please we use the following process:



1.) Please pack your clock with the double-box procedure, with clock and pendulum are bubble wrapped with 2"-3" between the inner and outer boxes. Be sure that any removable decorative pieces are excluded such as detachable carvings and the cone weights.



2.) Print, fill out, and sign the [Repair Authorization Form](#) and include it in your shipment.

ALL SHIPMENTS MUST BE ACCOMPANIED BY THIS SIGNED FORM!

3.) Please ship your clock with a reliable carrier such as FEDEX, UPS, or USPS.



4.) Once we receive your clock, our team of experts will inspect it and provide you with a free estimate. If you agree to the repair, we will take a deposit by credit card.



5.) When the work is completed, we will charge the balance of the repair and return shipping costs to the card on file. 6.) Within a few days of shipment, you will receive your clock to enjoy for years to come.



Warranty Policy

Wynwood Clock Company warrants that all repair work performed by its service personnel will be free of defects in workmanship under normal use and service for a period of 1 year from date of authorization provided. However, the foregoing warranty shall not be applicable (a) where the customer or any other party has mishandled, misused, or failed to properly store, maintain, or operate the equipment, or (b) where the equipment has been serviced, repaired, maintained, or modified by any person or party other than the Wynwood Clock Company. Warranty shipping cost is the responsibility of the clock owner. Minor issues such as time keeping adjustments, periodic hand adjustments and other minor issues that can be completed through a telephone consultation with our technicians are not considered as warranty issues.