

REPAIR INTAKE FORM – Please Print

Name (First & Last): _____ Phone Number: _____

Email Address: _____

Shipping Address: _____

City: _____ State: _____ Zip Code: _____

Watch Information

Brand: _____ Model: _____

Serial Number: _____ Watch Age (Estimated): _____ Yrs

Declared Value (Estimated): \$ _____ Is Your Watch Insured: ____ Yes ____ No

Is the Watch Running? ____ Yes ____ No

Description of problem / requested services:

Please state any visible damage to the watch:

By signing below, you acknowledge that the above information is correct to the best of your knowledge and that you have read, understood, and fully agree to the Sangamon Watch Company Mail-In Repair Terms & Agreement, including the Limited Service Warranty, Limitation of Liability, and Governing Law & Dispute Resolution provisions contained therein.

Print Name: _____ Signature: _____

Date: ____/____/____ Bench Fee Enclosed: _____

Keep a copy of this entire form for your personal records. Send in Page 1 ONLY

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Bench Fees

A **\$35** bench fee per watch is required if an estimate is provided and subsequently declined by the client. If the estimate is accepted, the bench fee will be applied toward the final payment. Please include a check payable to Sangamon Watch Co. along with your watch and completed intake form when shipping your package.

Shipping & Payment Instructions

1. Use a secure and trackable shipping method such as FedEx, UPS, USPS Registered Mail, or USPS Express Mail. **Please do NOT send original watch packaging boxes and accessories.** For high-value watches, FedEx or USPS Registered Mail and insurance are strongly recommended for security.
 2. Once received, our watchmaker will inspect your timepiece and provide a repair estimate before any work begins.
 3. After you approve the quote:
 - ✓ You will receive a PayPal invoice, payable with all major credit cards.
 - ✓ We also accept cashier's checks or money orders.
 4. A **\$35–\$65 return shipping fee** will be later added to cover **shipping, tracking, insurance, and signature confirmation.** Additional insurance fees may apply for high-value or luxury watches. For high-value items, we recommend that you provide a prepaid FedEx return shipping label with insurance coverage under your own policy. Sangamon Watch Company is not responsible for loss or damage while your watch is in transit with any carrier.
 5. After payment is received, we will return your watch using UPS, USPS Express Mail, or Registered Mail, depending on value and preference.
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Mailing Address

For security purposes, please do not include our company name anywhere on the shipping label.

Attn: SANGAMON WC
3309 Robbins Road #188, Springfield, IL 62704 USA

 **Online Contact:** SangamonWatches.com Contact Page

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Sangamon Watch Company – Mail-In Repair Terms & Agreement

Thank you for choosing Sangamon Watch Company. This agreement outlines our policies for mail-in watch repair services. Please review the following terms carefully before sending your timepiece. **By sending your watch to Sangamon Watch Company, you confirm that you have read, understood, and agreed to all terms and conditions stated in this agreement.**

Insurance Notice

High-Value Watches:

If your watch is high-end, rare, or of significant monetary or sentimental value, we strongly recommend that you carry your own property insurance policy that covers shipping loss or damage. Shipping carriers such as UPS, FedEx, and USPS typically have coverage caps, and Sangamon Watch Company is not responsible for any damage, loss, or theft during inbound or outbound shipping. **We do not provide additional insurance coverage beyond what is purchased from the carrier.**

Shipping Instructions

- **Customer Responsibility:** You are responsible for securely packaging and insuring your watch for its full replacement value. Sangamon Watch Company is not liable for any loss or damage that occurs during transit to or from our facility.
- **Recommended Shipping Methods:** Please use UPS, FedEx, USPS Registered Mail with tracking and insurance coverage. Do not include original packaging, display boxes, or manuals unless specifically instructed.
- **Return Shipping:** We will return your watch via UPS, FedEx, or USPS Registered Mail, based on your selection and the declared value. Additional fees may apply for upgraded shipping methods or added insurance. For high-value, luxury, rare, or sentimental timepieces, we recommend that you provide a prepaid FedEx return shipping label covered under your own insurance policy. Sangamon Watch Company is not responsible for any loss, theft, or damage that occurs while the watch is in the possession or custody of any shipping carrier, whether inbound or outbound, regardless of who arranged or paid for the shipment.

Repair Process

- **Bench Fee:** A \$35 non-refundable diagnostic fee per watch is required with all submissions.
- **Estimate & Approval:** After inspection, a repair estimate will be provided via email or text message. Your approval is required before we proceed with repairs.

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- **Repair Timeline:** Completion time varies depending on the condition of the watch and part availability. All timelines are estimates only and are not guaranteed.
- **Parts Availability & Vintage Watch Disclaimer:**
For antique and vintage watches, original parts may no longer be available. Even after expert repair, older or fragile components may continue to show wear or fail. This is an inherent risk with vintage watches and is not covered under warranty or refundable.
- **Unrepairable Watches:** If the watch is deemed unrepairable, or if you decline the repair estimate, you will be responsible for the return shipping cost.

Payment Terms

- **Invoice & Payment:** Once repairs are completed, a PayPal invoice will be issued. We accept credit/debit cards, PayPal, cashier's checks, and money orders.
- **Return Shipping Fee:** A return shipping fee of \$30–\$65 will be added, depending on the carrier, insurance value, and whether signature confirmation is required. Higher-value or luxury watches may incur additional insurance fees. Alternatively, for high-value items we recommend that you provide a prepaid FedEx return shipping label with insurance coverage purchased under your own policy; in that case, all risk of loss or damage in transit rests with you and your insurer.
- **Non-Payment:** Watches will only be shipped back after full payment is received. Watches unpaid after 60 days from the invoice date may be considered abandoned and subject to sale to recover repair and storage costs.

Limited Service Warranty

- **Coverage – Workmanship and Labor Only:** Sangamon TimeVault (Sangamon Watch Co.) warrants the workmanship and labor of the specific repair services performed and invoiced for a period of six (6) months from the date the repaired watch is shipped back to you. This warranty covers defects in our workmanship and labor only — meaning issues that arise directly from the repair work we performed. It does not cover:
 - Parts or components (subject to their own manufacturer warranties, if any);
 - Normal wear and tear (mainspring fatigue, gasket aging, crystal scratches, bracelet wear);
 - Damage caused by impact, water ingress, magnetism, extreme temperatures, or any external cause after the watch was returned to you;
 - Damage resulting from the watch being opened, adjusted, or worked on by anyone other than Sangamon TimeVault (Sangamon Watch Co.) after our repair;
 - Pre-existing conditions unrelated to the specific work performed.

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- **Non-Transferable:** The warranty is non-transferable and applies only to the original customer of record.
- **Exclusive Remedy:** If a covered workmanship or labor defect appears within the warranty period, your sole and exclusive remedy is re-inspection and correction of the workmanship at no additional labor charge. You are responsible for securely packaging, insuring, and shipping the watch to our facility for warranty service. No refunds will be issued under this warranty.
- **Disclaimer of Other Warranties:** EXCEPT AS EXPRESSLY STATED IN THIS SECTION, ALL SERVICES ARE PROVIDED WITHOUT ANY OTHER WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE FULLEST EXTENT PERMITTED BY ILLINOIS LAW.

Return & Abandonment Policy

- **Shipping Address:** Watches will be returned to the customer-provided address. Sangamon is not responsible for incorrect addresses, courier delays, or delivery failures.
- **Unrepaired Watches:** If you decline repair, your watch will be held for 30 days after the final estimate. If no response is received after three contact attempts, the watch will be returned via standard uninsured USPS shipping.
- **Abandoned Watches:** If we do not receive a response or payment within 60 days of our first contact attempt, your watch may be considered abandoned. A final notice will be issued, after which the watch may be sold to recover service costs.

Limitation of Liability

- **Liability Cap:** To the fullest extent permitted by law, the total liability of Sangamon Watch Company, its owners, employees, and agents arising out of or relating to this agreement or any services performed shall not exceed the lesser of (a) the declared value stated on the intake form or (b) the total amount actually paid by you for the services giving rise to the claim.
- **Excluded Damages:** In no event shall Sangamon Watch Company be liable for any indirect, incidental, consequential, special, or punitive damages, loss of use, loss of sentimental value, or diminution in market or collector value, even if advised of the possibility of such damages.
- **Carrier Loss or Damage:** Sangamon Watch Company is not responsible for any loss, theft, or damage occurring while the watch is in the possession or custody of any shipping carrier, inbound or outbound. Any claim for carrier loss or damage must be

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pursued directly with the carrier or with your own insurer, and we will reasonably cooperate by providing shipment documentation upon request.

- **Accurate Declared Value:** You represent that the declared value stated on the intake form is accurate. Any claim against Sangamon Watch Company shall be limited by the declared value, and any undeclared or understated value is at your own risk.

Governing Law & Dispute Resolution

- **Governing Law:** This agreement is governed by and construed in accordance with the laws of the State of Illinois, without regard to its conflict-of-laws principles.
- **Venue:** Any dispute arising out of or relating to this agreement or the services shall be brought exclusively in the state or federal courts located in Sangamon County, Illinois, and you consent to the personal jurisdiction of those courts.
- **Time Limit on Claims:** Any claim arising out of or relating to this agreement or the services must be commenced within one (1) year after the cause of action arises, or it is permanently barred.
- **Severability:** If any provision of this agreement is held invalid or unenforceable, that provision shall be enforced to the maximum extent permissible and the remaining provisions shall remain in full force and effect.

Additional Notes

- Please retain a copy of this agreement for your records.
- Sangamon Watch Company reserves the right to update these terms at any time without prior notice. Updates may not be posted immediately to our website and apply to future repairs only.
- For questions, visit www.SangamonWatches.com.