# Soleus Watch Service Advice

We are committed to providing the very finest service for its watch brand. Should your watch require service, please forward to:

Soleus Service
7501 N. Harker Dr.
Peoria, IL 61615

Customer Service operators are available Monday through Friday from 9:30AM to 4:30PM Central Standard Time. You may call 1-877-308-4740 to speak with a customer service representative, or leave a message for a call-back.

Questions regarding the status of your repair may be answered by going to our website at **www.parsecent.com** and entering your email or job number in the status bar. This service is available 24/7. If you are a retailer please follow the links to check the status of any repairs you have sent. ( You may need to call for a retailer ID before accessing this service.) **You will only be advised that your watch is received at the service center if you include your email address.**

In sending a watch for service please fill out the form shown below with all pertinent contact information and the problem the watch is having. Be sure to enclose a check, money order or credit card authorization for the return shipping and handling of $12.95. (This is not a repair charge.)

If your watch is in warranty, please enclose a copy of your receipt or other proof of purchase date. If your watch is out of warranty or having a problem not covered by the written warranty you will be contacted before any work is performed. **Be sure to provide your email address for this purpose.** Please do not send the watch in its display or gift box as it may not be possible to return it.

Sending your product for service...

Place your product in a small sturdy box. Secure it from moving in the box by filling the surrounding area with crumpled newspaper, tissue or other packing material. Important: Do not send in a padded envelope where it will be easily damaged, lost or stolen in transit. Insure your product against loss or damage.

Fill out and include this form along with payment of $12.95 for return shipping & handling and Proof of purchase.

for carriers such as UPS, FedEx – USE: 7501 NORTH HARKER DRIVE • PEORIA, IL 61615

***Make all Cashier's Checks or Money Orders payable to: Parsec Enterprises, Inc. Thank You.***
Limit of Liability: When no value is listed, it will be assumed that the value of the product is less than $50.00

Bill to address: Name _____
Address 1 _____
Address 2 _____
City _____ State _____ Zip _____
Phone _____ Fax _____ E-Mail _____

Ship to address (if different from above):
Address 1 _____
Address 2 _____
City _____ State _____ Zip _____
Phone _____ Fax _____ E-Mail _____

Brief description of problem:

_____

_____

_____

Soleus Service Center
PHONE: 309-689-6531
FAX: 309-689-6543
**web@parsecent.com**
www.parsecent.com

Payment in: ☐ VISA ☐ MC Exp. ____ ☐ Cashier's check ☐ Money order
CARD # ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
Amount of Payment _____ Signature _____

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