SERVICE REQUEST FORM

Please fill out all fields below. The completed form must be emailed to concierge.europe@iwc.com to receive your shipping kit. Fields marked with (*) are mandatory.

Switzerland:	+41 52 235 73 63	Germany:	+49 89 559 84 210
France / Luxembourg:	+33 1 58 18 14 98	Austria:	0800 298 806
Belgium:	+32 42 71 03 10	Italy:	+39 02 360 11868
Spain:	+34 914191868	Sweden:	+46 85 06 92 140
UK:	+44 207 075 07 3	Russia:	+7 495 937 9030

YOUR CONTACT DETAILS*

Client reference (to be filled by IWC)

Salutation ☐ Mr. ☐ Mrs ☐ Ms.

First name

Surname

Email

Country code

Phone number

Fiscal Code* (Italy only)

Shipping kit delivery address

Address

City / Postal code /

Country

Watch delivery address

☐ **Same as shipping kit delivery address**

Address

City / Postal code /

Country

Billing address

☐ **Same as watch delivery address**

Address

City / Postal code /

Country

TIMEPIECE DETAILS

Serial number* (engraved on your timepiece)

Date of purchase (dd / mm / yyyy) / /

Date of last service (dd / mm / yyyy) / /

Type of last service

Location of last service

TIMEPIECE CONDITION*

☐ Gains ☐ seconds / day

☐ Loses ☐ seconds / day

☐ Humidity

☐ Defective chronograph

☐ Defective automatic winding

☐ Defective calendar

☐ Fell down/ was shocked

☐ Insufficient power reserve

☐ Stops

☐ Periodical service needed

☐ Detached parts enclosed (e.g. glass, crown, pusher, screw), please specify

☐ Other, please specify

SERVICE REQUESTED*

Service requested

☐ Complete service

☐ Polishing service

☐ Water-resistancy renewal

☐ Battery service

Components requested

☐ No additional component

☐ Pin buckle

☐ Pusher(s)

☐ Hands

☐ Glass

☐ Dial

☐ Folding clasp

☐ Crown

☐ Bracelet

☐ Bracelet link(s), please specify number required

By signing below, you confirm having read and accepted IWC's Conditions of Service and Privacy Policy that can be found on our website.

Date (dd / mm / yyyy)

/ /

Your signature (required only at time of timepiece shipment)

IWC SCHAFFHAUSEN