

# FAQ

## **WHERE CAN I HAVE MY WATCH REPAIRED?**

A watch is a precision instrument and needs high quality care. We have a team of skilled technicians using state-of-the-art machines so ideally return your watch to the Fossil store or authorized dealer where you purchased it, and we will pick it up from there. Or you can check for an authorized dealer near you.

## **WHERE CAN I GET A BATTERY REPLACED, OR MY WATCH STRAP ADJUSTED?**

These services are best provided by an authorized retailer only. Here are some tips:

- Each of our watches is designed as an individual time piece, so each band is unique to its watch. Bands cannot generally be interchanged between models.
- Metal bracelets require special jigs to remove or add links and get re-sized. These can get damaged if not done properly.
- If an old battery is left in a watch, it can leak and kill the watch. It is important to replace the battery as soon as it runs out.
- The Fossil Group does not supply or sell spare parts to individuals.

## **WHAT IS NOT COVERED BY THE WARRANTY?**

The warranty does not cover wear and tear, and except for manufacturing defects and the free replacements stated in our 9-Point Service Promise, it does not cover any other part such as a leather strap, case, glass, stones or battery.

## **HOW LONG DO REPAIRS TAKE?**

When a watch reaches our India Service Centre, we examine it thoroughly and determine which parts need replacement. If there is no replacement required, we still clean and test the watch and then return it to you. This usually takes between one and two weeks

If your watch does need a new part, and this is not in stock – remember, we have hundreds of watch models and most watches are unique – we generally need to import the required part by courier. This can take another one or two weeks, including customs clearance.

So the total watch repair time before it comes back to you can be between **10 and 30 days**.

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## **HOW TO REACH US**

For find your nearest authorized dealer, or for any service related enquiries and feedback, call our all-India number **0008009190951 Monday to Sunday, 10.00 am to 7.00 pm**. (closed on National and Festival holidays).

If you are unhappy for any reason, please mail us [service.in@fossil.com](mailto:service.in@fossil.com)

We promise to reply by the next working day.

