

Soon Watt & Co. / Warranty-Service Claim Form

Case No.	SW- _____ - _____ (ddmmyy-xx)	Attach Receipt	Yes/ No
Original Receipt No.	_____	Receipt Date	_____

**Customer Information**

Name	_____	E-mail	_____
Contact No	_____	Others	_____

**Case**

Brand&Model	_____	Serial Number	_____
Issue	_____		
	_____		
	_____		
	_____		

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**Official Use**

Supplier	_____	Supplier Contact	_____
Case forwarded to Supplier on (date)	_____	Received by	_____

**Outcome**

Claim Approved	Yes/ No	Service/Repair	Part # & Description	Amount	
Full Replacement	Yes/ No	1.	_____	_____	
Attached Report	Yes/ No	2.	_____	_____	
Replacement Program <i>Product/ Amount</i>	Yes/ No	3.	_____	_____	
		4.	_____	_____	
		5.	_____	_____	
		Admin Fee		_____	_____
		Workmanship		_____	_____
Total Amount Chargeable				_____	

<p>* Manufacturer reserves all rights on full warranty claim. Replacement of parts maybe offered instead of a 1:1 exchange.                  * In the event of non-warranty claim, all service parts and workmanship are chargeable at the lowest price possible or the latest model can be offered at a special price by Soon Watt &amp; Co.                  * All cost involved, if any, will be pre-communicated via e-mail confirmation prior to any repair/service work.</p>	Customer Signature for product collection
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Soon Watt & Co. / Warranty-Service Claim Form (Customer Copy)

482 Changi Road Singapore 419895. Tel: 62428488

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Case Collected by: \_\_\_\_\_

**General Warranty Policy**

Warranty covers only manufacturers fault in terms of defective materials and workmanship. It applies only to the first owner/original purchaser of the product and is not transferable.

**Exclusions**

All warranties do not cover damages or failure resulting from

1. Misuse and abuse of products
2. Any form of alteration
3. Neglect and failure to perform routine maintenance as instructed
4. Use of products other than that for which it was intended
5. Any normal and reasonable wear and tear
6. Damage of any kind due to crash or impact
7. Tempering of technical products such as hubs and fork by unauthorised service personnel.