



Our Promise of Performance™ – 3 Year Warranty

In the event of a malfunction, please follow these steps (for band only, go to directly to Step 4).

Every Bertucci® watch is carefully designed, manufactured and inspected to ensure it meets our Promise Of Performance™ to you. This is backed up by a 3 year warranty on the watch head and 1 year on the band. If defective, please return to the dealer or send to us for warranty replacement.

In the event of a malfunction, please follow these steps (for band only, go to directly to Step 4).

Step 1) Determine whether the watch is in warranty. If the watch is in warranty, please follow the remaining steps. If it is NOT in warranty, please refer to the Refurbishment Form or the Repair Form.

Step 2) Determine whether the watch has been overly abused. If not overly abused, please follow the remaining steps. If the watch IS overly abused (for example, crown is not screwed down and watch is water damaged, or there is visual evidence of high impact to case or crystal), please refer to the Refurbishment Form or the Repair Form.

Step 3) Please have the battery checked. Most malfunctions are simply battery related. If the battery is good, and watch is not functioning correctly, please follow next step 4. If battery is bad, we recommend using a local professional jeweler for battery replacement at they will have the tools and experience to ensure the water resistance.

Step 4) Please return the defective watch or band to the dealer or send to us (please remove the band and just send the watch in) with this completed form. Please allow 4-5 weeks (or sooner) for the return.

Please contact us with any questions at 866-665-7327 or via the web at askenzo@mhbortucci.com.

Mail to: Bertucci Consumer Service – BCS
c/o Warranty Dept.
P.O. Box 7920
Gurnee, IL 60031

Date: _____

Model (see case back): _____

Nature of problem: _____

Place of purchase: _____

Date of purchase: _____

Name: _____

Address: _____

Phone: _____

Email: _____

Please carefully package the watch for mailing do not place in a letter envelope as it may tear and the watch would be lost. Please include copy of receipt if available along with this form.

(use additional sheet if necessary)