

### What should I do if my Seiko needs repair?

The service and repair division of **SEIKO Corporation of America (SCA)** is called "**Coserv**." If you need your stopwatch serviced or refurbished, there are several things you should remember prior to taking or sending it to the **Coserv** location:

- 1) Fully describe the problem or symptoms you are having with the stopwatch.
- 2) Include your warranty or proof of purchase if the stopwatch is still within the warranty period.
- 3) If mailing, make certain your name and address are shown both on the outside of the package as a return address, and on the correspondence inside describing the problem. Also, keep a record of the case number (hyphenated) and the serial number from the back of your watch for reference.
- 4) Always insure the package to protect yourself in case of a loss in transit and to make tracing possible if necessary.
- 5) Package the stopwatch well to protect it in transit.

### Send your SEIKO product to:

**Coserv - Mahwah**  
**1111 Macarthur Blvd**  
**Mahwah, NJ 07430-2124**  
**201-529-3316 phone**  
**201-529-4525 fax**

If your SEIKO is out of warranty, you will receive a written estimate outlining all repair costs. You can respond to the estimate by returning the postcard or calling the service center.