

How I send my watch for service:

Checklist

- 1st The watch
- 2nd The warranty card – it can be sent also as a photo or a copy
please contact rma@tufina-watches.com
- 3rd The original packaging - we are not to blame if the watch is damaged in shipment!

Please complete the RMA form at <https://rma.theorema-watches.com/> carefully.

The address is very important because the watch will be sent back using the address you provide us.

Do not forget the e-mail and the phone number - even mobile phone number - in case we have questions for you and for the automated input and output messages from us.

It continues with the description of the watch.

For the **warranty date** please look at the warranty card.

Manufacturer's name:

Theorema
Pionier
Compast
Elysee
Javelle

Please read and enter the name of the watch.

Serial number / reference number is the number carved on the backside of the watch, but it can be found on the warranty card, too.

Watch case color - white - gold - black - red bicolor - bicolor gold

Watch dial color - white - black - yellow (gold) - silver gray

Error Description:

This is the most important field in here, where you have to write the exact description of the defects of the watch.

Please list all the eventual errors!

Do not forget to click on the 'Submit' field after the online form has been completed successfully!

With this very important function the repair order enters into our database, and it is immediately thus in service before us.

Finally, if possible, the form should be printed and sent with the watch! Please, be sure that the online form has been transferred to us. Otherwise there may occur delays!

With best regards

Tufina Support Team