# CITIZEN®

BETTER STARTS NOW

## THE NEW ONLINE CITIZEN SERVICE CENTRE

### GUIDE TO SENDING YOUR CITIZEN WATCH FOR A SERVICE OR REPAIR

- TRACK YOUR SERVICE REQUEST OR REPAIR ONLINE 24/7
- QUICKLY REQUEST A SERVICE OR REPAIR ONLINE
- PRINT A SHIPPING LABEL TO SEND YOUR WATCH TO CITIZEN
- PAY ONLINE USING CREDIT OR DEBIT CARD
- MANAGE AND DOWNLOAD YOUR INVOICES

Retail Jeweller UK JEWELLERY AWARDS WINNER WATCH BRAND OF THE YEAR

WWW.CITIZENWATCHSERVICE.CO.UK

## INTRODUCTION

The Online Citizen Service Centre provides an online service for Citizen watch owners to request a watch service or repair.

To ensure the best customer service you can register your request online and Citizen will keep in touch with you about the service or repair progress as well as quotations and billing.

FOR ALL YOUR SERVICE NEEDS VISIT

WWW.CITIZENWATCHSERVICE.CO.UK

# GETTING STARTED

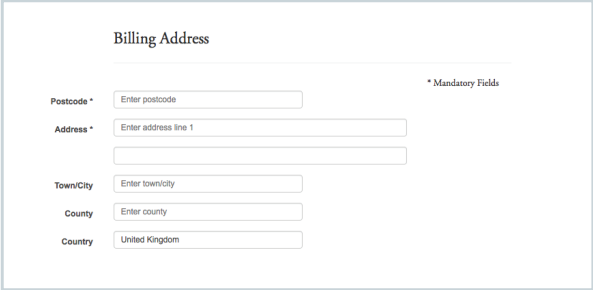
When you first visit the Online Citizen Service Centre you'll need to register your details followed by your service or repair request. If you've previously registered you can select 'I'm an Existing Customer and log-in.'

An email confirming your registration will be sent to you once you have registered.

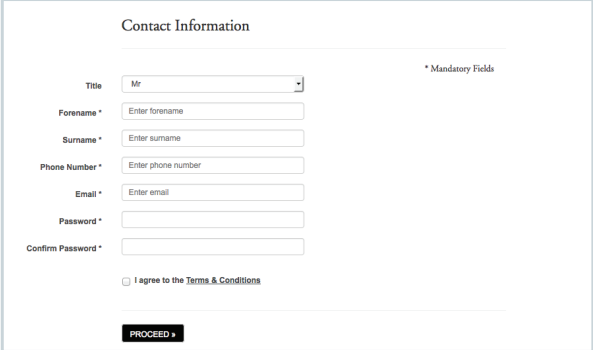
# STEP 1:
## REGISTRATION AND SUBMITTING YOUR FIRST REQUEST

**1.1** As part of the registration process you will be asked to enter your Billing Address. This should be the address that your debit or credit card details are registered to.

Firstly, please enter your postcode and then choose your address from the options which appear.

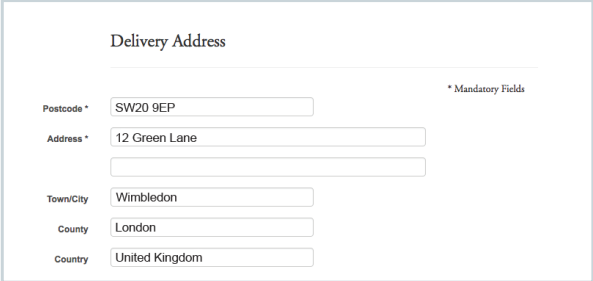



**1.2** You will then be asked for your contact details.




**1.3** Your delivery address is pre-populated with your billing address, however please amend this if your delivery address is different.

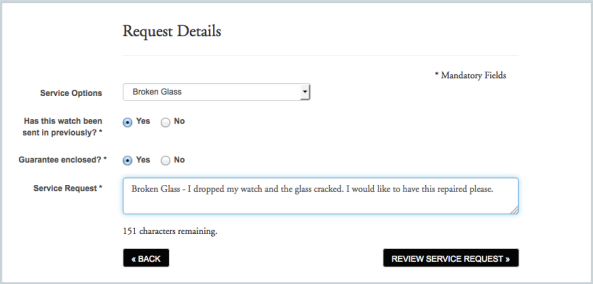
Your delivery address should be the address you would like us to ship the watch back to.



## 1.4 SELECTING YOUR SERVICE REQUEST

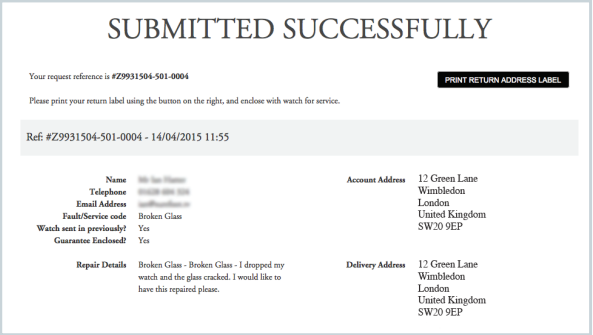
Please fill in the service request details, letting us know what the problem is with your watch. Select the general type of repair you require and fill in your service request details, which is a brief description of the repair needed on your watch. Once completed press the 'REVIEW SERVICE REQUEST' button.

If your watch is under guarantee please remember to select the 'guarantee enclosed' option and send this with your watch into the Citizen Service Centre.




**1.5** Review the information you have entered and submit the request. If anything has been entered incorrectly press the back button at the bottom of the screen to be taken to the previous page where you can amend your details.

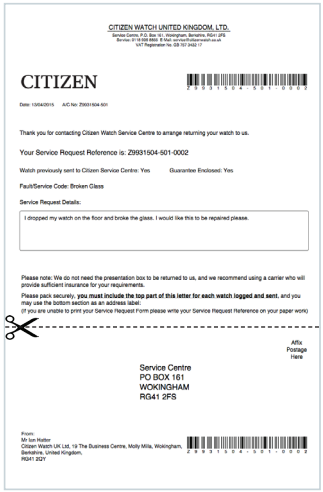
**1.6** The post-submission screen includes your Service Request Reference Number. This number is unique to your service and allows us to track it and update you through the Citizen Online Service Centre.




**KEY STEP**

**1.7** On the post-submission screen you can print an address label to send the watch to Citizen by pressing the 'PRINT RETURN ADDRESS LABEL' button. **If you do not have a printer you must write your service request number on the paperwork you send in with the watch.**

The Online Citizen Service Centre requires your service request number to be able to match your service request and watch when received. You will also receive a service email with this number on it.

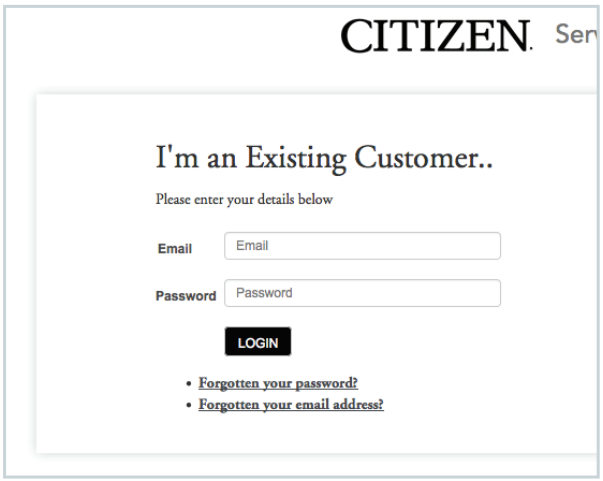



**Please include this section with the watch when you send it to us**

**Please attach this to the outer of the packaging**

# STEP 2:
## CHECKING ON THE STATUS OF YOUR REQUEST

**2.1** As a returning customer, please login using the email address and password you registered with. Please use the links available if you have forgotten your password.




**2.2** Once you have logged in you will see the Online Citizen Service Centre dashboard. To check on your service request you'll need to select 'MY REQUESTS'

**2.3** 'MY REQUESTS' will show a list of all of your current service or repair requests and their status.

After 6 months completed requests will be removed from this list. However you will still be able to access your invoices through the 'MY INVOICES' section.

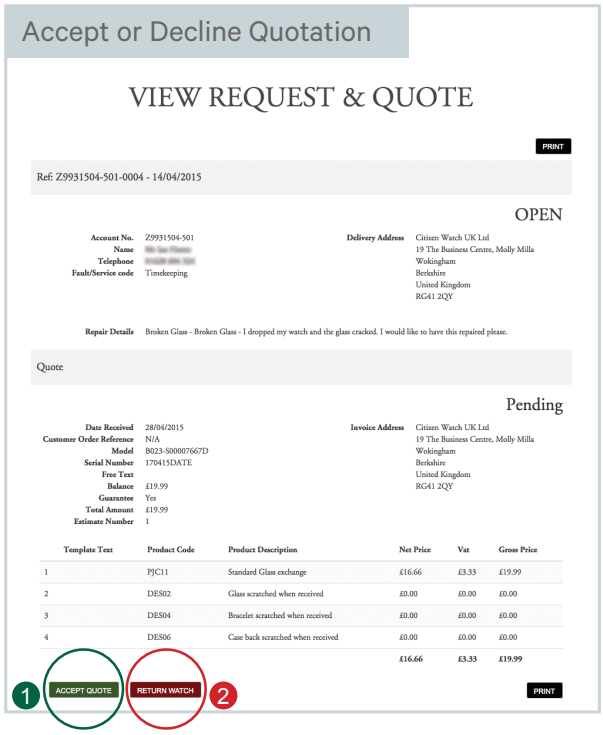
# STEP 3:
## RECEIVING AND ACCEPTING A QUOTE

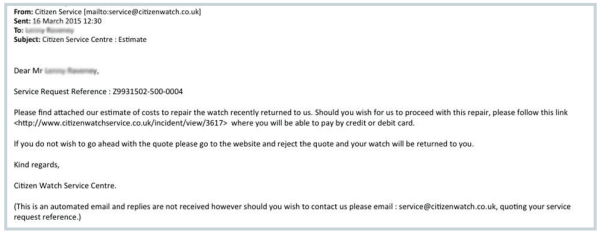
**3.1** Once your watch is received by the Citizen Service Centre you will receive a quote by email. This email will also inform you that you need to accept the quote. This will be visible on the dashboard or by clicking the 'MY QUOTES' section.

**KEY STEP**

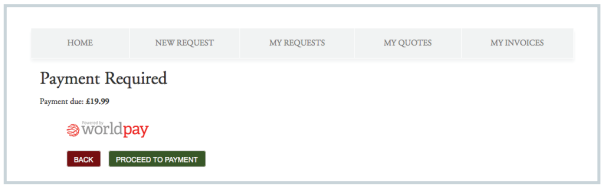
**3.2** To progress the request you must accept the quote for the repair/service by clicking the 'ACCEPT QUOTE' 1 button. If you do not want to proceed please press the 'RETURN WATCH' 2 button and we will return your watch.

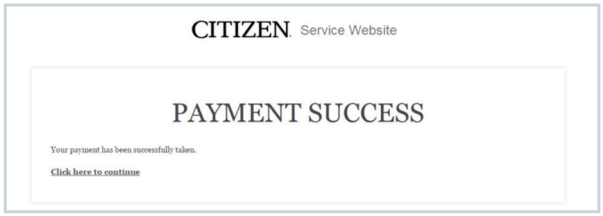
If your watch is accepted straight for repair/service under guarantee you will still receive a quotation, for £0, which you must <u>accept</u> by pressing 'ACCEPT QUOTE' before the Citizen Service Centre can continue with the service or repair.



**3.3** If your watch is not covered under guarantee you will need to pay for the service or repair. Once you press 'PROCEED' you will be directed to a World Payment Screen where you can pay securely via credit or debit card online. You will receive a confirmation email of your transaction.






## STEP 4:
### WATCH BEING SERVICED OR REPAIRED

**4.1** Once the quote has been approved and any necessary payment has been made you'll receive a confirmation email letting you know that your watch is now with one of our watch technicians for repair. (1) Your request will also be updated under 'MY REQUESTS' section.

**4.2** If parts are unavailable you will receive an update after 7 days and 14 days letting you know about the status of your request. (2)

Any additional parts required after the initial quotation will be re-quoted and you will need to accept the additional costs. An update quotation will be sent to you.

Please repeat the steps in Step 3 to accept the new quote.

(1)

From: Citizen Service [mailto:service@citizenwatch.co.uk]
Sent: 16 March 2015 17:30
To: [redacted]
Subject: Citizen Service Centre : Technician Update

Dear Mr [redacted],

Service Request Reference : Z9931502-500-0004

Your watch has been passed to me for repair, and I will be attending to it as soon as possible.

Kind regards,

[redacted]

(2)

From: Citizen Service [mailto:service@citizenwatch.co.uk]
Sent: 01 April 2015 14:30
To: [redacted]
Subject: Citizen Service Centre : New Update

Dear [redacted],

Service Request Reference : B0240-000-0007

I am sorry to advise that we are currently awaiting parts from our factory to complete the repair of your watch.

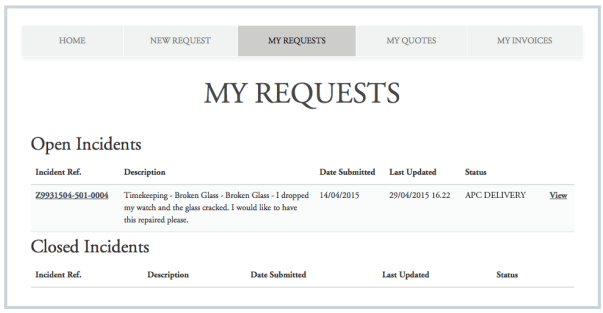
Please be assured we are doing all we can to minimise this delay and we apologise for any inconvenience caused.

Kind regards,

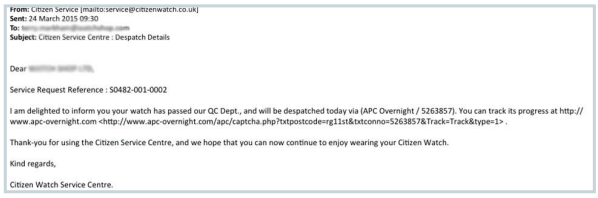
Citizen Watch Service Centre.

## STEP 5:
### WATCH QUALITY ASSURANCE AND DISPATCH

**5.1** Once your watch has been serviced or repaired it will be inspected by one of our specialised Quality Controllers and will be dispatched to your delivery address. You will receive an email confirming this. The email will also contain tracking information for your delivery.




**5.2** When the dispatch email is sent it may take a couple of hours before the courier tracking information is populated on their website.



**From:** Citizen Service [mailto:service@citizenwatch.co.uk]
**Sent:** 24 March 2015 09:30
**To:** [illegible]
**Subject:** Citizen Service Centre : Despatch Details

Dear [illegible]

Service Request Reference : S0482-001-0002

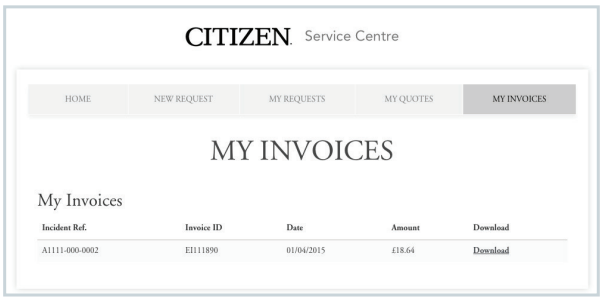
I am delighted to inform you your watch has passed our QC Dept., and will be despatched today via (APC Overnight / 5263857). You can track its progress at http://www.apc-overnight.com <http://www.apc-overnight.com/apc/captcha.php?txtpostcode=rg11st&txtconno=5263857&Track=Track&type=1> .

Thank-you for using the Citizen Service Centre, and we hope that you can now continue to enjoy wearing your Citizen Watch.

Kind regards,

Citizen Watch Service Centre.

## STEP 6:
### INVOICING

**6.1** Your invoice for the job will be saved in the 'MY INVOICES' section which can be accessed through the dashboard.

**6.2** Should you wish to download a copy of your invoice, click the download button in 'MY INVOICES'. These invoices are made available 24 hours after dispatch.