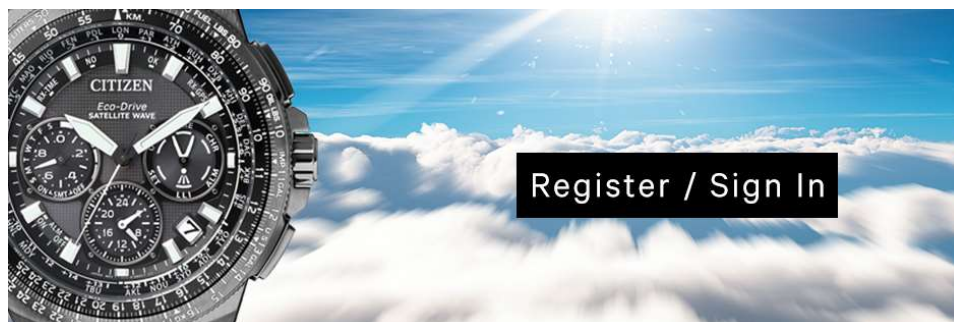


CITIZEN

BETTER STARTS NOW



To ensure the best customer service you can now register a service or repair request online.

Then, you can enter your request, view the status of existing requests, and view your documents.

We will stay connected with you about the service or repair progress via the Citizen Online Service Centre and you will be able to access your bill and make any necessary payment online.

If you need any assistance [CS Email](#) or 02 9452 7300

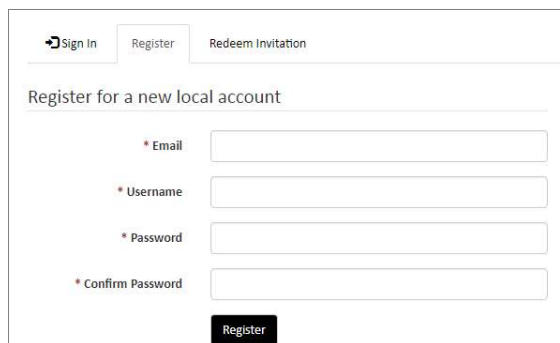
Getting started

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 'Sign In' and log-in.

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

If you have a trade account we will need to send an invitation please contact us at cs@support.citizenwatches.com.au

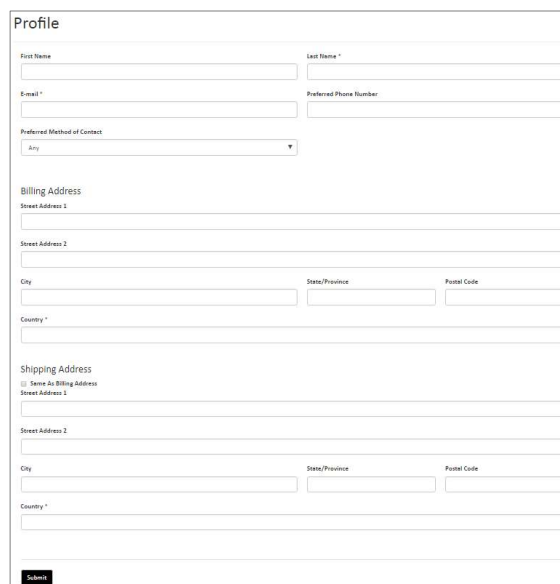
The screenshot shows a web interface with three tabs: 'Sign In', 'Register', and 'Redeem Invitation'. The 'Register' tab is active. Below the tabs, the heading 'Register for a new local account' is displayed. The form contains four input fields, each with an asterisk indicating it is required: '* Email', '* Username', '* Password', and '* Confirm Password'. A black 'Register' button is located at the bottom right of the form.

Registration

As part of the registration process you will be asked to enter your name and preferred method of contact.

Billing Address should be the address that your debit or credit card details are registered to.

If your Shipping Address is the same as your billing address check the 'Same as Billing Address' option and this will populate the same details. This should be the address you can receive mail and not a PO Box as we return via courier.

The screenshot shows a 'Profile' registration form. It is divided into several sections: 'Profile' (First Name, Last Name, Email, Preferred Phone Number, Preferred Method of Contact), 'Billing Address' (Street Address 1, Street Address 2, City, State/Province, Postal Code, Country), and 'Shipping Address' (with a checkbox for 'Same as Billing Address', Street Address 1, Street Address 2, City, State/Province, Postal Code, and Country). A 'Submit' button is at the bottom.

CITIZEN

BETTER STARTS NOW THE NEW ONLINE CITIZEN SERVICE CENTRE -
CONSUMER USER GUIDE

Submitting Your Watch For An Estimate

Choose Request Repair you will then be directed to our repair screen.

Citizen Repairs - Customer Self Service

Please select an option from the following:

Request Repair

View Repairs

My Documents

My Profile

Entering Your Watch Details

Please fill in the model number (if known) or the Calibre & Case number as per the diagram.

Clicking on the magnifying glass will pop-out a new widow for a more effective search.

The serial number is also necessary to help identify your watch.

Request Repair

Please see the Watch Instructional Diagram below for easy to follow instructions on finding your Calibre & Case details.

Edge engraved Case Back

Centre engraved Case Back

Case Materials

Manufacturer

Water Resist (if applicable)

Calibre and Case Number

Serial Number

Country of Origin

Model Number (if known)

Calibre & Case Number e.g. E111-123456

Serial Number *

Name	Calibre Number	Case Number	Band
00-0019-53	8200	280016	25430
00-0019-63	8200	280016	25430
00-0051-10	8200	823842	25561
00-0051-50	8200	823842	25561
00-0116-10	8200	280351	25431
00-0116-40	8200	280351	25431
00-0116-80	8200	280351	25431
00-0159-60	8200	823842	25421

Select the service / fault with your watch

If the watch is under warranty* a copy can be uploaded at this stage along with the purchase date.

*please refer to the 'warranty guide and information'

Select one or more Service Requests



BAND REPLACEMENT

Select



BATTERY REPLACEMENT

Select



DAMAGED CASE

Select



REPLACE CRYSTAL

Select



BROKEN GLASS

Select



GENERAL SERVICE

Select



REPLACE CROWN / BUTTON

Select



STOPPED WORKING

Select

Warranty

Is this a Warranty Claim?

☐ Yes ☐ No

Please upload a copy of your receipt / warranty card if available:

Choose File

Purchase Date

'Notify Additional Email Addresses'

If you are using your log-in on behalf of someone else they can be notified of any updates and status' regarding this repair.

After clicking the check box and agreeing to the terms & conditions you can then submit for an estimated cost.

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CONSUMER USER GUIDE

Estimated Cost of Repair

Repair Quote Confirmation

*The price quoted includes all parts necessary to fix the watch and includes GST and postage back to you.

The ticket number is for our internal reference and should be recorded for any queries relating to the repair.

All the remaining details are as entered on the previous page.

*Disclaimer:

The value quoted on-line is based on your own self-assessment and is a guide only which you have formally agreed to pay in full should you accept the quote. However, the final value (firm quote) will only be determined by Citizen Watches Australia Pty Ltd (CITIZEN) once your watch is received by CITIZEN and an internal assessment is made by one of our internal Technical Watch Repairers. Should the internal assessment determine that your self-assessment was incorrect or incomplete, you will subsequently be notified of any variation in quote value (up or down) based on our actual internal assessment and given the opportunity to agree to or decline the revised quote. The value determined by our internal assessment is therefore deemed to be the correct and final value in which you, the initiator of the original quote, formally agree to be financially responsible for and will pay in full as and when due should you choose to proceed with the repair.

Check the billing and shipping details are correct.
Please contact Accounts or Customer Service if there are any changes needed.

Any further information about the watch should be entered at this stage.

To accept the quote please choose 'Accept' or 'Reject'.

If you accept an email will be sent with shipping instructions.

Repair Quote Confirmation

Ticket Number

1202362

Price including GST

\$101.00

Model Number (if known)

BM8475-34E

Calibre & Case Number

Serial Number *

Test

Selected Service Requests



Warranty

Is this a Warranty Claim?

No

Purchase Date

Billing Address

Street Address 1

Street Address 2

CI - Citizen Watches Aust. PT.

City

State/Province

Postal Code

Country

Australia

Shipping Address

☐ Same as Billing Address

Street Address 1

2002 RL 42 French Forest Rd

Street Address 2

CI - Citizen Watches Australia

City

FRENCH FOREST

State/Province

NSW

Postal Code

2080

Country

Australia

Please enter any notes to assist with servicing you

Disclaimer:

The value quoted on-line is based on your own self-assessment and is a guide only which you have formally agreed to pay in full should you accept the quote. However, the final value (firm quote) will only be determined by Citizen Watches Australia Pty Ltd (CITIZEN) once your watch is received by CITIZEN and an internal assessment is made by one of our internal Technical Watch Repairers. Should the internal assessment determine that your self-assessment was incorrect or incomplete, you will subsequently be notified of any variation in quote value (up or down) based on our actual internal assessment and given the opportunity to agree to or decline the revised quote. The value determined by our internal assessment is therefore deemed to be the correct and final value in which you, the initiator of the original quote, formally agree to be financially responsible for and will pay in full as and when due should you choose to proceed with the repair.

Repair Quote Confirmation

You have accepted the Repair Request quote - thank you.

Please check your email for reference numbers and sending instructions.

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BETTER STARTS NOW THE NEW ONLINE CITIZEN SERVICE CENTRE -
CONSUMER USER GUIDE



Regenerated Repair quote

If when we receive the watch we assess and more is needed to repair than has been self assessed we may send a regenerated repair quote.

Here you will find what the original price was and the new revised quote along with the new work needed. If you agree or not to the amended amount, click 'Accept Quote' or 'Reject Quote'.

You will receive an email confirming acceptance.

Repair Quote Confirmation

Ticket Number 1202362	Price Including GST \$101.00
Model Number (if known) BM8475-34E	Revised Price Including GST \$232.00
Calibre & Case Number —	
Serial Number * test	
Selected Service Requests	
<div>DAMAGED CASE</div> <div>STOPPED WORKING</div>	
Warranty	
Is this a Warranty Claim? No	Purchase Date —

Accept Quote

Reject Quote

View Repairs

My Documents you can view any previous repair invoices.

My Profile you can view/update any contact details for your account.

You can view all current and closed repairs in the 'view repairs' section.
You will also receive emailed updates at all stages of the process.

Repairs can be filtered by status or warranty and searched.

Citizen Repairs - Customer Self Service

Please select an option from the following:

Request Repair

View Repairs

My Documents

My Profile

Filter Repairs

Is Under Warranty

Status

Filter Results

Y

Y

Search Repairs

Search on All Columns

Q

Repair Number	Customer	Watch Model	Case	Calibre	Serial Number	Watch Received On	Under Warranty?	Status	Created On
1202362	Tommy Jameson	BM8475-34E	S064763	E201	test	Invalid date	No	Assessment Complete	04/05/17

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CONSUMER USER GUIDE