

Timex Corporation
PO Box 310
Middlebury, CT 06762

8 Jan, 2003

Dear Timex corp.,

I am having an unpleasant experience dealing with Timex hotline watch service.

About a month ago I sent in my treasured Timex datalink model 150s for battery replacement. (letter enclosed that was sent with watch). These watches have become extremely rare and are coveted watches.

I chose to send it to Timex versus having the local jeweler replace the battery because Timex works on datalink watches daily. I have had good luck in the past with battery replacement. I didn't want to take a chance with a jeweler. There is a possibility they may damage it. It takes a special technique and tool to replace the battery cover on data-link watches.

I called Timex to get the address to ship the watch for repair and asked if I needed an RMA or anything. I was told nothing was needed, just send in the watch. I then shipped it.

Three or four weeks later I receive a package with a watch in it and a bill for \$36. It was a different watch. It was not my watch and was a different style.

I called the Hotline watch service and asked them where my watch was. I told them I didn't get my watch back, but got a different one. They transferred me to Data link repair. I explained to the repair person that I had sent in a watch with a letter to replace the battery. He said they don't repair watches because it cost too much, they just send out similar replacements. I then told him that I didn't want the replacement model 150 because it is twice as heavy as the 150s and much larger and clumsier. I asked them to send my watch back. He said they couldn't do that because it already has been reduced to component level. I told him that I sent it in with the letter. He said he never got a letter. This made me upset.

I then asked if he could send me a different 150s other than mine. I was told that there are no more parts for the watches and that they tell the customers not to send them in. This is untrue, I was not told that and it is not on the Website.

I requested that if another watch like mine was sent in could they send me it instead of destroying it? I was told no. They would not do that because they tell people not to send them in. Wrong!

Maybe this analogy helps:

I take my jaguar into the repair shop and leave instructions to have the Diehard replaced. When I come back a day later to pick up my car the manager hands me keys to a brand new Chevy Impala, and a bill, and says here you are! (we don't stock batteries for Jaguar xj6's anymore) Can I have my original car back? all I wanted was the battery replaced. Sorry we can't give it back to you anymore, it has been reduced to component level !!

I am frustrated.

The repair shop truly knows these watches are rare and coveted (they are the ones who told me) and they accepted my watch.

I know in the past that they have replaced my battery and returned my original watch with a new battery.

I don't understand why he says that there are no more parts for these watches. I can go to Staples and buy a battery for this watch.

Why didn't they check out this "rare" watch, and at least see if it worked by replacing the battery? Or did they?

The fact that he said they reduce them to component level means that they **do** spend time on these watches to take them apart! I have been given conflicting explanations all within the same conversation.

Where did my watch really go?

I can go on and tell you more of my conversations with the service dept, but I hope you understand that all I did was **trust** a trusted name in watches and watch repair.

I have left a voice message in the corporate general mailbox.

I have left a message in public relations mailbox.

I have not yet received **my** nice Timex Data-link 150s model 69901.

Please return my watch.