



INSTRUCTION FORM

MISSING PIECE(S) REPLACEMENT SERVICE

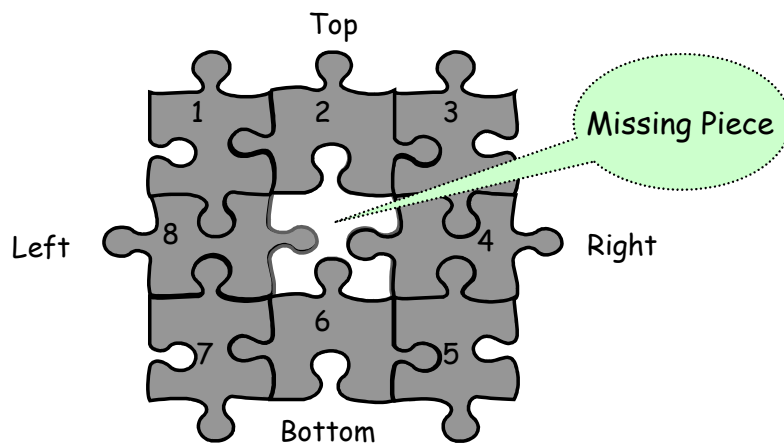
(Japan : Appleone, Apollo Sha, Artbox, Beverly, Epoch, Road, Tenyo, Yanoman)

Please keep your **PROOF OF PURCHASE** and the original manufacturer's **SERVICE CARD** (printed in Japanese inside each box) until you have completed your jigsaw puzzle.

This service is only valid six months from date of purchase. Failing to provide any of the above will render this service void.

Follow these simple steps if you require replacement of missing piece(s)

1. Provide us with the manufacturer's name and article code.
2. Provide us with the location of your missing piece(s).
Count only from **Left to Right** and **Top to Bottom** to the missing piece(s).



3. Email us at contactus@jpw.sg, an image of the **surrounding 8 pieces of the jigsaw puzzle**, your **Proof of Purchase** and the **Original manufacturer's Service Card**
4. **DO NOT GLUE** the jigsaw puzzle before receiving the missing piece(s) from us.

TERMS & CONDITIONS

1. Approximately 8 to 10 weeks is required to process your request for missing piece(s).
2. You will be informed once we receive the replacement of missing piece(s) from our manufacturer.
3. However, under certain circumstances, such as **discontinued production or manufacturer not having available stock, we are therefore, unable to process such request in your favour.**
4. Replacement Service Charges
FREE - Within 6 months of purchase
\$10.00 Non-Refundable Admin Fees chargeable (after 6 mths of purchase / unable to provide proof of purchase)
 - For the **first 3 missing pieces** (per jigsaw puzzle)
 - Thereafter, a replacement cost of **\$5.00 per piece** is chargeable.
5. **No missing pieces replacement service will be provided for :**
 - > **All OFFER & PROMOTIONAL ITEMS**
 - > **CHILDREN PUZZLES**
6. Should you require our services, kindly email us at contactus@jpw.sg