



INSTRUCTION FORM

MISSING PIECE(S) REPLACEMENT SERVICE

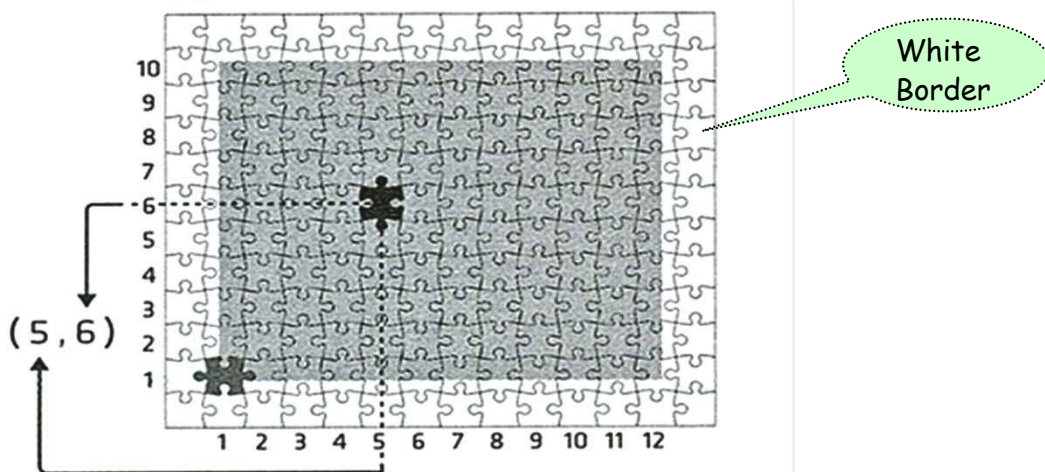
(Taiwan : Pintoo)

Please keep your **PROOF OF PURCHASE** 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 pictures of the location of your missing piece(s).
 - i) Whole Completed Puzzle
 - ii) The surrounding areas of the Missing Pc (Closeup)
Count only from **Left to Right** and **Bottom to Top** to the missing piece(s).
Counting will start from 2nd roll. White border around the puzzle is not counted.



3. Email your pictures and missing piece(s) location to contactus@jpw.sg

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
 - i) **FREE** - Within 6 months of purchase
 - ii) **\$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