You may now submit your watches that need repair through our participating outlets below.

**1) G-Shock Store   
The Mall Mid Valley Southkey,   
T-029, Third Floor,   
The Mall, Mid Valley Southkey,  
Persiaran Southkey 1,**

**Southkey, 80150 Johor Bahru.**

**2) G-Factory (Alor Setar - Kedah)**

**Lot 1-39, No. 1 Aman Central,**

**Lebuhraya Darul Aman,**

**05100 Alor Setar, Kedah Darul Aman.**

Please follow the following steps to submit the items for repair:

1. Participating shops will provide you with a bag pre-filled with QR code for you to insert your repair item.
2. You will need to scan the QR code on the bag using your mobile to launch the web form.
3. You will need to fill in your personal particulars as listed on the form and take picture of the product as instructed. Please fill in the following:-

Name, mailing address, IC number, contact number, email address, product model, nature of problem (to select from dropdown textbox), warranty status.

1. You will need to take pictures of the product either through the web-form or you may store the picture in your phone gallery and upload the pictures from the gallery. Please follow the picture samples on the web-form.
2. Upon submission of the web-form, you will receive a confirmation email to confirm that the item is being submitted successfully.
3. Our customer service assistants will contact you upon receiving the item for repair.
4. You can only insert one item into one QR-coded bag, if you have more than one item, please insert each of them into separate QR-coded bag.
5. Below is the example of the QR-coded bag to be provided for you to insert your repair item.

