



JIGSAW PUZZLE WORLD

INSTRUCTION FORM

MISSING PIECE(S) REPLACEMENT SERVICE

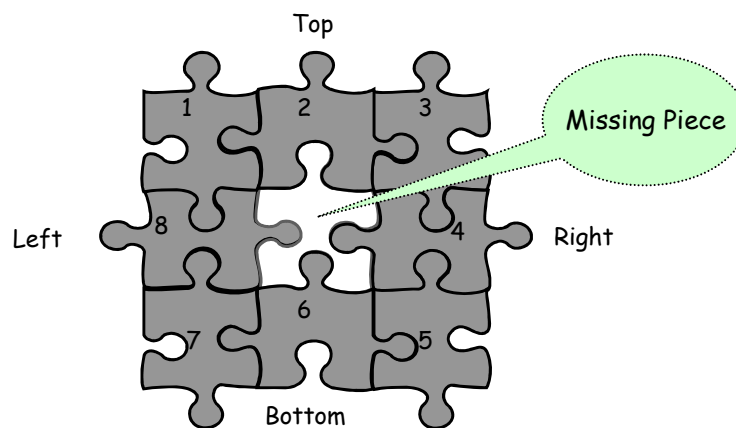
(Japan : Appleone, Apollo Sha, Artbox, Beverly, Epoch, Road, Tenyo, Yanoman)

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. Bring the surrounding 8 pieces of the jigsaw puzzle together with your Receipt and the **Original manufacturer's Service Card** to any of our JPW outlets.
4. **DO NOT GLUE** the jigsaw puzzle before receiving the missing piece(s) from us.



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(Taiwan : Pintoo)

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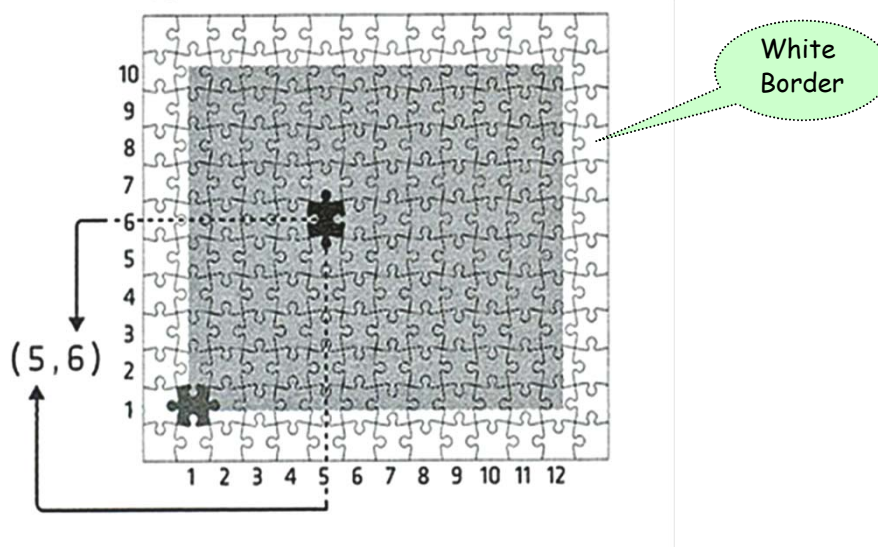
2. Provide us with the location of your missing piece(s).

Provided Pictures of Missing Piece via Email

1) Whole Completed Puzzle, 2) 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

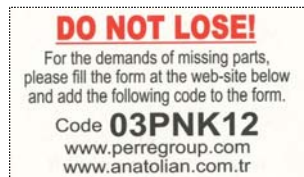
1. Approximately 8 to 10 weeks is required to process your request for missing piece(s).
2. You will be informed once we receive the replacement of missing piece(s) from our manufacturer.
3. However, under certain circumstances, such as **discontinued production or manufacturer not having available stock, we are therefore, unable to process such request in your favour.**
4. For the **first 3 missing pieces** (per jigsaw puzzle), replacement is free.
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**
 - > **ALL PUZZLES IMPORTED FROM EUROPE**
(Brands : Anatolian-Perre, Edition Ricordi, Educa, Heye, Jumbo, Schmidt)

Anatolian-Perre

For the demands of missing piece(s), please visit their website www.perregroup.com
www.anatolian.com.tr

and fill in the form with the **CODE** stated on the Manufacturer's Service Card

Sample of Service Card
(found inside the box)



6. Should you require our services, kindly contact us at the following retail outlets:

Jigsaw Puzzle World

Plaza Singapura

#06-13

Tel : 63366530

or email us at contactus@jpw.sg