

# BULOVA SERVICE/PARTS UPDATE

Dear Bulova Retailer,

As you are aware CWA has undergone a strategic transformation that began three and half years ago with the consolidation of our brands under one corporate umbrella.

The final stage of this consolidation was the transition of the Bulova service center from New York to California. We are pleased to announce that this transition is nearing completion. As much of the parts inventory has been received at our Torrance, California facility, we have begun the process of fulfilling part orders and performing repairs. As we work through the backlog created by the COVID-19 pandemic, please expect some delays in order fulfillment and repair completion.

Effective immediately, Bulova parts shipments and requests for repair should be sent to our Torrance facility.

CWA  
Attn: Customer Service  
1000 W 190th St  
Dept R  
Torrance, CA 90502-1040  
Phone: (800)-228-5682  
Email: [service@bulova.com](mailto:service@bulova.com)

We thank you for your continued patience and understanding in this large undertaking during this unprecedented time. We remain dedicated to providing our customers with a superior level of service for parts and repairs and will continue to work diligently to assist you with all your service needs.

Sincerely,  
CITIZEN WATCH AMERICA