

PRODUCT RETURNS FORM Important Notice

- Please complete this form in full so we can process your return efficiently.
- If you require an exchange you need to reorder with a new transaction online and return your original order with this form for a full refund.
- You are responsible for the cost of returning your order.
- Package the articles carefully, ensure the goods are returned to us in the original condition including paperwork and packaging.
- Use an appropriate courier with adequate tracking and insurance (retain the tracking number for your records).

www.greenwichpocketwatchcompany.co.uk

Tel: 024 7650 1002

RETURNS ADDRESS:

A.G.C.

**141 Daventry Road,
Cheylesmore, Coventry.
CV3 5HD. UK.**

Order Number	Name	Telephone	Email Address	Date Returned

Product Code	Brand	Qty	Item Price	Please explain the reason for the return:

All items returned to us follow a stringent quality control process by our returns department.

This returns policy does not affect your statutory rights.

Returns Policy In Brief view our complete [Terms & Conditions](#).

- The item **MUST** be unworn and show no signs of usage, with its protective covering if applicable.
- The item **MUST** be returned with the original box, instructions, and guarantee.
- The item **MUST** be returned within 28 days from the date of purchase.
- A copy of your invoice and a completed returns form must be enclosed in your parcel.

Exclusions

- Pierced jewellery such as earrings cannot be returned unless they are found to have a manufacturing fault; this is due to hygiene reasons.
- Engraved items cannot be returned.
- Your item is not eligible for a refund if it has been worn.
- Bracelet adjustments signifies acceptance of the watch, however you are still entitled to repairs under the guarantee from the manufacturer.

Faulty Item's

- If the item you received is faulty, please [contact us](#) quoting your order number, your name and address, details of the product and the reason for return, and whether you require a refund or a replacement. We will then advise on how to proceed with the return. You have 28 days from receipt of the faulty item to return it to us.
- Once you have accepted your item meaning you have worn it or had a bracelet adjustment and it develops a manufacturing fault, it is eligible for a repair by the manufacturer as long as it is within the guarantee period. Send your item with the guarantee to the address within the manufacturers guarantee booklet or visit there website for there returns address.
- The guarantee does not cover accidental damage or wear and tear, please read your guarantee booklet for terms and conditions.

Sent The Wrong Goods

- If the item you received is not what you originally ordered, please [contact us](#) quoting your order number, your name and address, details of the product and the reason for return, and whether you require a refund or a replacement. We will then advise on how to proceed with the return.

Returns Email Contact & Refunds Process

- We shall email you to confirm receipt of your parcel.
- Your parcel will be inspected by two people; if all the conditions above are met we shall process your refund.
- Please allow up to 10 days for our returns department to refund your account.
- We shall email you to confirm your refund has been processed.
- All refunds are processed according to the original payment method.

There is no need to contact us during this process.