

## Returns & Echanges non EU-countries

**Not completely satisfied with your purchase? No problem! Please fill out this form and include it in your returns parcel.**

### Terms and conditions for returns

- Return the product within 30 days from delivery.
- The product must be returned unworn. Fitting a watch is of course no problem, however, the watch strap should not be scratched, broken or bent out of shape.
- Please return the product in the original manufacturer's box it came in with the original labels. Do not place stickers or shipping labels on the manufacturer's box.
- Please pack the products carefully, for example in bubble wrap.

- Should we have made a mistake with your initial order, we will also reimburse the return shipping costs.

### Exchanging products

- Upon receiving your package we will send a replacement product as soon as possible.
- If the product is sold out we will issue a full refund.

### Refunds

- Refunds will be made as soon as possible upon receiving your package. Please allow 2 - 3 weeks for the bank to process the transaction.

If we do not receive the returned product within 14 days after receiving your notification the reimbursement is done at the moment we actually have the product back in our possession or at the moment you can prove the product has actually been sent back to us.

- In all cases, refunds will be made in the form of the original payment.

Tip:

*To avoid additional fees and taxes, use the international CN22 customs form. Contact your local customs/tax office for more information.*

## Order information

*- Please do not forget to fill out your order number. The order number can be found in your confirmation e-mail.*

Your name \_\_\_\_\_

Order number \_\_\_\_\_

Order date \_\_\_\_\_

Order received on: (date) \_\_\_\_\_

E-mail \_\_\_\_\_

## I would like to return this product because:

I don't like the product / the product is not what I expected

Please exchange this product for: \_\_\_\_\_

I would like a refund

I was sent the wrong product

Please send the correct product, i.e.: \_\_\_\_\_

I would like a refund

The product does not work / is broken / is damaged

Replace with new product\*

I would like a refund\*

for repair under warranty\* *Please include the stamped warranty card.*

Specification of the problem: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*\*To be confirmed via e-mail after the returned product has been checked by one of our specialists.*

**Is the form completely filled out?**

**Please return the product in the manufacturer's packaging in which it was delivered, accompanied by all labels, accessories, warranty and manual to the following address:**

Holland Watch Group  
 Returns Department  
 Willebrordusstraat 14  
 3037 TR ROTTERDAM  
 The Netherlands