

Lingray Watches

Lingray Watches, Suite 1, The Old Weaving Mill, Church Lane, Whitwick, Leicestershire, LE67 5DH

Tel: 01530 888 450

RETURN/EXCHANGE AUTHORISATION FORM

This form has been sent to you in response to a request for a refund or an exchange. For efficient handling of your request, it should be printed and completed, and included with the watch you are returning. We highly recommend you ship your watch prepaid and insured for the full purchase price against loss in transit via a trackable carrier, such as Royal Mail, to our returns centre in the UK. Below is a detachable address slip for your convenience.

Name: _____ Address: _____

Contact number: _____

Invoice number: _____ Date of receipt: _____

Manufacturer: _____ Model ref. no.: _____

FOR EXCHANGES ONLY: DETAILS OF REPLACEMENT WATCH

Manufacturer: _____ Model ref. no.: _____

Please enclose £6.00 (mainland UK) or £15.00 (overseas) to cover the postage of your exchange watch

In the event of a price difference please enclose a cheque accordingly, or ensure your telephone number is provided so we may contact you.

Refund and Exchange Policy

You are entitled to return the item for full refund in the following circumstances:

- If the item ordered is not the item delivered or if the item is faulty or damaged in any way when delivered. The watch's unique model number and its description as listed on your order confirmation and serial number will be used to confirm the item ordered.
- If you are not entirely satisfied with your purchase we also offer a full no quibble refund or exchange subject to you contacting us within 7 working days of receipt of your item. You do not have to give any reason for cancellation, however a brief explanation will help us to improve the service we offer to customers in the future.
- The item should returned with all the original packaging, labelling and documents, as supplied.
- Please note you that have a 'duty of care' to ensure that all returns and exchanges are in new, unused and unworn condition. The watch will be checked for any indication that the watch has been worn (other than simply trying the item on) or used in any manner. This include scratches, smudges, chips, dents or dirt, removal of links and other such signs of use.
- A reverse transaction (refund) request may take 7-10 business days. However, depending on your financial institution, it may take up to 28 days for the credit to show on your account.
- The customer is liable for return postage costs unless this is agreed in some durable form by a Lingray Watches representative. We highly recommend you ship your watch prepaid and insured for the full purchase price against loss in transit via a trackable carrier, such as Royal Mail, to our UK returns centre.
- If you fail to return the goods, we will collect them, and we will charge you the direct cost of collection. If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for the reduction in value.

CUT HERE

LINGRAY WATCHES (RETURNS DEPT)
SUITE 1
THE OLD WEAVING MILL
CHURCH LANE
WHITWICK
LEICESTERSHIRE
LE67 5DH

FRAGILE

FRAGILE