

TIC WATCHES

WATCH & SUNGLASSES SPECIALIST

RETURNS FORM

QTY	ORDER NUMBER	PRICE	EXCHANGE or REFUND?	FAULT (if applicable)

REASON FOR RETURN: (Please tick)

- Too Big Too Small Poor Quality Style Doesn't Suit Arrived too Late
 Unwanted Gift Item Faulty Repair Incorrect Item... Exchange for

NOTES:

Please read the Return or Exchange an item section below:

Returns Policy

We offer a FREE 30 days return policy for UK customers as long as all items are returned as new. Please note at Christmas time we do extend our returns policy as we are aware many items are purchased as Christmas gifts. For more information please visit our website and refer to our Returns Policy. Please email customer.service@ticwatches.co.uk for a FREE DPD returns label.

Return/Exchange an item

If you are not completely satisfied with your purchase, simply return the item(s) to us in their original condition and packaging within 30 days of receipt. Please fill in the returns table at the top of this page and include any notes to why you are returning the item(s). This will help to speed up the returns process. Depending on the information you have provided we will then issue a full refund, exchange or whichever is relevant to your return.

Please note:

- Our DPD FREE return service can take 3-5 working days to reach our warehouse.
- The item is your responsibility until it reaches us if returning via your own courier. For your own protection, please send via a delivery service that insures you for the value of the goods.
- The cost of returning the item to us is your responsibility if using your own courier.
- The item(s) can take up to 7 working days to be returned to our warehouse, unless sent via special delivery.
- Please note refunds to credit cards can take between 3-7 working days depending on the card issuer.

Please send back to:

Tic Watches
19 Post House Wynd
Darlington
County Durham
DL3 7LP
United Kingdom

Repairs under Warranty

Please note if we have to send the item(s) back to the respective brand for repair under manufacturers warranty this process can take between 14-35 working days depending on the problem and their company policy. We recommend that in some cases customers send the item/items back directly to the brand for repairs under manufacturers warranty as this can speed up the process. You can obtain the relevant address details for the respective brand by either emailing us at customerservice@ticwatches.co.uk or calling our helpline on 0800 009 6105.

Further information on Returns

If you still need further assistance with regards to our returns policy please either email us at customerservice@ticwatches.co.uk or call our helpline on 0800 009 6105.