

## 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 30 days return policy 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.

### 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 which ever is relevant to your return.

### Please note:

- The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.
- The cost of returning the item to us is your responsibility.
- 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](mailto: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](mailto:customerservice@ticwatches.co.uk) or call our helpline on 0800 009 6105.