

LUCERNE ONLINE RETURN & EXCHANGE POLICY

RETURN OR EXCHANGE CAN ONLY BE ACCEPTED FOR PRODUCTS PURCHASED AT LUCERNE ONLINE STORE

We carefully packed and thoroughly inspected your order prior to shipment.

Email any discrepancy in shipment or damages to our Customer Service at:
esales@lucerneluxe.com

Our return & exchange policy will expire in 7 days starting from when the items are received. - We aim for your satisfaction with all purchases made through Lucerne online.

You may return any unworn, undamaged item, within 7 days from date of delivery for a full refund of purchase price subject to the terms and conditions below. The time it takes to receive your refund or reversal will depend on PayPal, your bank or card provider. Refunds can only be placed back onto the original method of payment.

You may also opt to drop off the item at our fulfillment centers (see locations below). Please note that items purchased on promotions/Sale/liquidation, etc...are not valid for refunds, and that all return requests will be subject to final review by our team before the refund or reversal is processed.

For exchanges, the price of the item minus any shipping and handling fees can be credited to the new item being purchased. Partial refunds on the price difference will not be possible. Please choose a replacement product at the same or higher price and top-up payment for the additional cost.

Any return items that fails quality inspection and evaluation from our Service Center (e.g. scratches, worn strap, and other damages) will be returned to you and no

refund will be issued. Return shipping and insurance will be charged to the customer.

Please note that we do not accept returns once the watch bracelet has been sized. Rubber straps sized or cut are not returnable or exchangeable.

RETURNS DUE TO THE FOLLOWING REASONS SHALL BE AUTOMATICALLY DECLINED.

1. Items were purchased on sale/discount
2. Items were not originally purchased from Lucerne Online Store.
3. Items have been altered, worn, or used.
4. Items were improperly handled by the customer (Scratches, dents, etc..)
5. Change of mind
6. Incomplete packaging and papers.

UNLESS DAMAGED OR DEFECTIVE, THE FOLLOWING ITEMS ARE NOT SUBJECT TO RETURNS.

1. Fine Watches & Jewelry
2. Electronic Items.
3. Home Furnishings and Appliances.

SHOULD YOU NEED TO RETURN YOUR ITEM PURCHASED, PLEASE FOLLOW THESE INSTRUCTIONS.

1. First step is to email us at esales@lucerneluxe.com to commence request for a return or exchange. Please quote your ORDER#
2. Take clear and high-resolution photos of the front and back side of the watch, or as many as you deem necessary to show the condition of the watch or item before shipping. Email all the photos to: esales@lucerneluxe.com. We can also arrange the same courier who delivered the item for pick up.

3. We shall email you a return request form for you to fill-up and enclose with the merchandise you are shipping to us.

3. Items needs to be returned with complete undamaged original box, warranty cards, user manual, accessories, and sales invoice. In the case that any of these items are not returned, we reserve the right to deny any refund or exchange. In some cases, additional charges may apply.

4. Return the item inside its original shipping box, and carefully package the merchandise to prevent damage during transit.

5. Send package using either FedEx, UPS or LBC and insure the contents of the package at its full invoice value. We will not be liable for any damage during transport. Shipping charges will be paid for by the customer.

6. We shall send you feedback via email on next steps as soon as our fulfillment team has done the necessary inspection.