

Not completely satisfied with your purchase? No problem! Please fill out this form and include it in your return package

Terms and conditions for returns

- Return the product within 30 days from delivery.
- We advise watches to be shipped via registered mail. The sender is responsible for any loss or damages.
- The product must be returned unworn. Fitting a watch is of course no problem, however, the watch strap should not be broken or bent out of shape.

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 1-2 weeks for the bank to process the transaction.
- In all cases, refunds will be made in the form of the original payment.

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)

.....

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

.....

Repair under warranty / Replace with new product*

.....

I would like a refund*

.....

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

Other

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Remarks

.....


.....

.....

Return Address

Is the form completely filled out?

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



**EXCEL WATCH REPAIR
ATTN: RETURNS DEPT
17145 VENTURA BLVD #A
ENCINO CA 91316**