



For any questions or support

Call us : 1800 419 2727 (Toll Free)

(Mon to Sat 10 AM - 7 PM)

SERVICE / WARRANTY POLICY - WROGN BRAND WATCHES

A. I. Timex Group India Limited ("Timex Group") Warranties Wrogn Brand watches (purchased only from Wrogn authorised dealer) against all manufacturing defects for a period of one (1) year from the date of original retail purchase, subject to exceptions listed below:

This Warranty does not cover the following:

- Normal wear and tear
- Damage caused by mishandling of watches including damage to mineral glass or acrylic crystal, straps and bracelets
- Damage caused by watch being opened/disassembled/repaired/serviced at a un-authorized service outlet
- Damage due to water entry in a non-water resistant watch
- Damage due to exposure to chemicals and solvents.
- Damage to the watch due to physical dents and scratches
- Replacement of glass, band, strap or case which is due to normal wear and wear-out even if it is within the Warranty period.
- Wear-off of surface finishes, plating and any damage caused by abrasion or impact in components of plated watches.
- Plating wear-off of the metal bracelet and case.
- Printed bezel rings, stones on bezel and printing on cases, straps and bezel rings
- Any consequential damage or loss arising on account of the aforesaid.

II. No Warranty shall be provided on Watches which are purchased from unauthorised dealer.

III. No Warranty shall be provided on Watches which are not manufactured by / on behalf of Timex Group or Watches which are found to be fake / counterfeit of Wrogn Watches.

IV. With exception to the above, Timex Group is committed to adjust, repair or replace parts to bring the customer's watch back to its original working condition free of cost during the warranty period. The repair will be undertaken provided the watch is returned to Timex Group Authorized Service Centres accompanied by relevant Invoice as a proof of Date of Retail Purchase.

B. i. Conditions of Warranty

- Movements/ Modules – Free replacement within One year of retail purchase
- Battery - Free replacement within one year of retail purchase
- Leather Strap/ PU Strap – Free replacement within 6 months of retail purchase, for manufacturing defects which includes pasting peel off or strap getting cut at spring bar end
- Timex Group may at its option repair your watch by installing new or thoroughly reconditioned parts or replace it with identical/similar/equivalent value watch.
- All replaced parts shall become the sole property of Timex Group.
- Timex Group does not have a product refund policy and as such Watch purchased shall not be taken back.
- In case of repairs or replacement of any part(s) of the Watch during the Warranty period, the Warranty of Watch shall continue only for the unexpired period of original Watch warranty.
- Timex Group makes no other express warranty either in writing or otherwise and expressly disclaims all warranties and conditions not stated in this warranty/ service policy.
- The warranty extends only to the Original (First) Purchaser (Consumer) of the Watch and is not assignable or transferable to any other consumer.
- To avail the warranty coverage / benefits, the Customer must visit / deliver his/her Watch to the Timex Group Authorized Service Centre. The Customer will bear the transportation, delivery and handling charges incurred to visit / deliver the Watch to and from the Timex Group Authorized Service Centre.