

Terms and Conditions

GENERAL INFORMATION

<https://ewatchfactory.com/> is the official website of EwatchFactory.

The following Terms and Conditions shall govern every user of this website. We ask that you abide by the provision stated herein. Please read them carefully, for your use of this website corresponds that you agreed to be bound by these terms. If you wish not to be governed by these terms and conditions, you may not access or otherwise use this site.

We reserve the right to revise the Terms and Conditions anytime without any prior notice. In the event that we modified and/or added some information, we will assure you that updates will be posted at the same time on this same site.

Please check this page from time to time to keep you updated. Take note that your use of this site following any changes indicates that you agreed with the modifications.

SITE TRANSACTIONS

We reserve the right to refuse any order/ transaction you do with us. We may, in our sole discretion, limit or cancel the quantities purchased per person, or per order. It may include the orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address.

If a change is made or the order needs to be canceled, we will attempt to notify you by contacting the e-mail and/or the billing address' phone number provided in your order. We reserve the right to limit or to prohibit orders that, in our sole judgment, may appear to be placed by dealers, resellers or distributors and/or orders that are fraudulent in nature.

SITE USAGE POLICY

I. Security

For security purposes, kindly adhere to the following security measures intended for using this site.

- Avoid using a false password or one belonging to another user and/or accessing data that is not intended for the user. Logging into a server or an account which such a user is not authorized to access is strictly prohibited.
- Disclosing your password or permitting a third party to use your password for transaction/s is/are not allowed. If your password is compromised for some reason, please report it to us immediately. Shall you fail to notify us about the situation within 24 hours from the incident, it is already not our responsibility to face with you whatever damages it may cause to your account.
- An attempt to probe, scan or test the vulnerability of the system or network and/or to breach security or authentication measures without proper authorization shall make you liable for the damage/s that the company may incur from the said activities.
- Refrain from sending unsolicited e-mails, including promotions and/or advertising of products or services.

II. General Rules

You agree to use the site only for lawful purposes. You cannot use this site to transmit, post, download, distribute, copy, display publicly, store or destroy material (a) in violation of any applicable law or regulation, (b) in a manner that will infringe the copyright, patent, trademark, trade secret or other intellectual property rights of others or violate the privacy or publicity or other personal rights of others, or (c) that is libelous, obscene, offensive, threatening, defamatory, abusive or hateful.

III. Violations

We have absolute discretion to determine if any use violates these rules, and to act as we deem appropriate in the event of any violation. Violations of system or network security may result in civil or criminal liability. We will investigate occurrences which may involve such violations and may involve, cooperate with, and make disclosures to law enforcement authorities in identifying and prosecuting users who are involved in such violations.

SITE CONTENTS

Unless otherwise noted, all materials, including images, illustrations, designs, icons, photographs, audio, video clips, text, layout, graphics, messages, files, documents, and other materials that appear as part of this site shall collectively refer as "Contents."

All the contents in this site, whether publicly posted or privately transmitted, as well as all derivative works, are properties owned, controlled, licensed and used with permission by EwatchFactory.

The site and its contents are protected by copyright, trademark, trade dress and other laws. All rights, titles and interests in and to the site and its contents are owned by EwatchFactory. The brand's logo, EwatchFactory Watches, and all other trademarks appearing on this site are owned by EwatchFactory and shall not be used without authorized permission.

All contents should not be used for any other purposes except for personal and non-commercial use by the users of the site.

REFUND POLICY

If you would like to return your order for any kind of reason, you are able to do it within 30 days after receiving your order.

USER COMMENTS, FEEDBACK, REVIEWS AND OTHER SUBMISSIONS

EwatchFactory welcomes any comments, feedback and reviews you have toward us. However, we also reserve the right to remove any hateful, profane, or inhumane comments, feedback and reviews provided that they are reviewed properly by us following the internal policies we have.

All comments, feedback, reviews and other submissions shall be and will remain EwatchFactory's property.

You agree that none of the comments submitted by you to the site will violate any right of any third party, including copyright, trademark, privacy or other personal or proprietary right(s). You further agree that none of the comments submitted by you to the site will have libelous contents or otherwise unlawful, abusive or obscene material.

PERSONAL AND CONTACT INFORMATION

Your registered email address in your transactions with us is registered on our customers' database. Thus, it should not be a surprise to you anymore if you receive any promotional emails for our hottest deals and/ or notification emails from us to keep you updated about any changes in this website.

We honor our Privacy Policy for this matter and we assure you that your information is solely intended for EwatchFactory transactions.

Please send any concerns regarding our products or services to <https://ewatchfactory.com/> .

INDEMNIFICATION

You agree to defend, indemnify and hold EwatchFactory harmless from and against any and/ or all claims, damages, costs and expenses, including attorneys' fees, arising from or related to your use of the site.

DISCLAIMER

EwatchFactory assumes no responsibility for and shall not be liable for any damages, interruption of service or viruses that may infect your computer or telecommunications equipment arising from your access to or use of this site and its contents.

At the same time, EwatchFactory or any of its affiliated entities should not be held liable in any cases even if EwatchFactory has been previously advised of the possibility of such damages. Whether in an action under contract, negligence or any other theory, arising out of or relating to the use of the information, services, products and materials available from the site, EwatchFactory will remain not liable for any damages.

We are aware our project is complex and that there are always unforeseen issues, but we have anticipated and planned for potential risks and have built a rock-solid production and delivery plan. If by chance anything unexpected happens, we promise to keep you informed. Our production is quite advanced and you can be very confident about our capacity to provide high-quality products on time.

INACCURACY DISCLAIMER

From time to time there may be information on this site that contains typographical errors, inaccuracies, or omissions, including those that may relate to product descriptions, pricing, availability, shipping, and job postings. We reserve the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice. We apologize for any inconvenience this may cause you.

One Year Warranty

Warranty

We offer a one-year warranty for all watches purchased on the website. Please note that the warranty is only valid if the certificate is dated and correctly completed.

During the warranty period, the watch movement, hands, and dial are the only parts covered. All repair charges are free if the watch is proven defective in material used or in craftsmanship under regular use.

If the watch is beyond repair, we can order a replacement of a similar timepiece. The new warranty of the replacement watch is valid for twenty four (24) months after the issued replacement date.

Please note that a USD10.00 return shipping fee will be charged to all warranty services.

The warranty does not cover the following:

- Battery, case, crystal, strap and buckle or bracelet, stem or crown
- Damage resulting from improper handling, lack of care, accidents, or normal wear and tear
- Water damage due to negligence unless marked water-resistant
- Repairs made by third party shops unauthorized by us
- Loss, theft, accidents (nicks, dents, shocks, blows, crushing, etc.), natural disasters and calamities

If our warranty does not cover the problem you are having with your watch, or if your warranty has expired, repairs may be possible with a specific fee to be determined by the repair team. The fee is inclusive of return shipping and handling charges.

Filing A Warranty Claim

All clients must contact Customer Service for instructions and for the repair process before shipping the watch. Before sending the watch to us, an authorization from Customer Service is needed. Customer Service will advise if the watch qualifies for the warranty or not and will provide an estimated cost (if it falls outside the warranty period and coverage).

Every claim should have a Repair Ticket Number provided by Customer Service. It will be attached to the repair service ticket and to all communication regarding the repair.

Any watch for repair sent to us without a proper Repair Ticket Number is considered an invalid request and will be returned to the sender without prior notice. All dispatch fees will be at the client's expense.

Cookie Policy

INTRODUCTION

EwatchFactory may use cookies, web beacons, tracking pixels, and other tracking technologies when you visit our website <https://ewatchfactory.com/>, including any other media form, media channel, mobile website, or mobile application related or connected thereto (collectively, the "Site") to help customize the Site and improve your experience.

We reserve the right to make changes to this Cookie Policy at any time and for any reason. We will alert you about any changes by updating the "Last Updated" date of this Cookie Policy. Any changes or modifications will be effective immediately upon posting the updated Cookie Policy on the Site, and you waive the right to receive specific notice of each such change or modification.

You are encouraged to periodically review this Cookie Policy to stay informed of updates. You will be deemed to have been made aware of, will be subject to, and will be deemed to have accepted the changes in any revised Cookie Policy by your continued use of the Site after the date such revised Cookie Policy is posted.

USE OF COOKIES

A “cookie” is a string of information which assigns you a unique identifier that we store on your computer. Your browser then provides that unique identifier to use each time you submit a query to the Site. We use cookies on the Site to, among other things, keep track of services you have used, record registration information, record your user preferences, keep you logged into the Site, facilitate purchase procedures, and track the pages you visit. Cookies help us understand how the Site is being used and improve your user experience.

TYPES OF COOKIES

The following types of cookies may be used when you visit the Site:

Advertising Cookies

Advertising cookies are placed on your computer by advertisers and ad servers in order to display advertisements that are most likely to be of interest to you. These cookies allow advertisers and ad servers to gather information about your visits to the Site and other websites, alternate the ads sent to a specific computer, and track how often an ad has been viewed and by whom. These cookies are linked to a computer and do not gather any personal information about you.

Analytics Cookies

Analytics cookies monitor how users reached the Site, and how they interact with and move around once on the Site. These cookies let us know what features on the Site are working the best and what features on the Site can be improved.

Our Cookies

Our cookies are “first-party cookies”, and can be either permanent or temporary. These are necessary cookies, without which the Site won't work properly or be able to provide certain features and functionalities. Some of these may be manually disabled in your browser, but may affect the functionality of the Site.

Personalization Cookies

Personalization cookies are used to recognize repeat visitors to the Site. We use these cookies to record your browsing history, the pages you have visited, and your settings and preferences each time you visit the Site.

Security Cookies

Security cookies help identify and prevent security risks. We use these cookies to authenticate users and protect user data from unauthorized parties.

Site Management Cookies

Site management cookies are used to maintain your identity or session on the Site so that you are not logged off unexpectedly, and any information you enter is retained from page to page. These cookies cannot be turned off individually, but you can disable all cookies in your browser.

Third-Party Cookies

Third-party cookies may be placed on your computer when you visit the Site by companies that run certain services we offer. These cookies allow the third parties to gather and track certain information about you. These cookies can be manually disabled in your browser.

CONTROL OF COOKIES

Most browsers are set to accept cookies by default. However, you can remove or reject cookies in your browser's settings. Please be aware that such action could affect the availability and functionality of the Site.

In addition, you may opt-out of some third-party cookies through the Network Advertising Initiative's Opt-Out Tool.

OTHER TRACKING TECHNOLOGIES

In addition to cookies, we may use web beacons, pixel tags, and other tracking technologies on the Site to help customize the Site and improve your experience. A "web beacon" or "pixel tag" is a tiny object or image embedded in a web page or email. They are used to track the number of users who have visited particular pages and viewed emails, and acquire other statistical data. They collect only a limited set of data, such as a cookie number, time and date of page or email view, and a description of the page or email on which they reside.

Web beacons and pixel tags cannot be declined. However, you can limit their use by controlling the cookies that interact with them.

PRIVACY POLICY

For more information about how we use information collected by cookies and other tracking technologies, please refer to our Privacy Policy posted on the Site. This Cookie Policy is part of and is incorporated into our Privacy Policy. By using the Site, you agree to be bound by this Cookie Policy and our Privacy Policy.

CONTACT US

If you have questions or comments about this Cookie Policy, please contact us:

- By visiting this page on our website: <https://ewatchfactory.com/pages/contact>

PRIVACY POLICY

EwatchFactory values your patronage and respects your privacy rights. Hence, we are openly providing you this “Privacy Policy” for your reference and in compliance to the General Data Protection Regulation (GDPR)

The GDPR is a new data and privacy security legislation which was developed by the European Parliament and Council for the protection of data rights of EU citizens.

This Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You.

We use Your Personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy.

ENTITY AND ADDRESS

EwatchFactory: 390 5th Ave, Suite 713, New York, NY 10018

INTERPRETATION AND DEFINITIONS

INTERPRETATION

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

DEFINITIONS

For the purposes of this Privacy Policy:

- Account means a unique account created for You to access our Service or parts of our Service.
- Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to EwatchFactory.
- Cookies are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.
- Country refers to: Country
- Device means any device that can access the Service such as a computer, a cell phone or a digital tablet.
- Personal Data is any information that relates to an identified or identifiable individual.
- Service refers to the Website.
- Service Provider means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analyzing how the Service is used.
- Third-party Social Media Service refers to any website or any social network website through which a User can log in or create an account to use the Service.
- Data Controller refers to the Company, Service Providers and Third-party Social Media Services that holds your data
- Usage Data refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).
- Website refers to EwatchFactory, accessible from <https://ewatchfactory.com/> .
- You mean the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

COLLECTING AND USING YOUR PERSONAL DATA

TYPES OF DATA COLLECTED

PERSONAL DATA

While using Our Service, We may ask You to provide Us with certain personally identifiable information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number

- Address, State, Province, ZIP/Postal code, City
- Usage Data

USAGE DATA

Usage Data is collected automatically when using the Service.

Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that You visit, the time and date of Your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When You access the Service by or through a mobile device, We may collect certain information automatically, including, but not limited to, the type of mobile device You use, Your mobile device unique ID, the IP address of Your mobile device, Your mobile operating system, the type of mobile Internet browser You use, unique device identifiers and other diagnostic data.

We may also collect information that Your browser sends whenever You visit our Service or when You access the Service by or through a mobile device.

INFORMATION FROM THIRD-PARTY SOCIAL MEDIA SERVICES

The Company allows You to create an account and log in to use the Service through the following Third-party Social Media Services:

- Google
- Facebook

If you decide to register through or otherwise grant us access to a Third-Party Social Media Service, We may collect Personal data that is already associated with Your Third-Party Social Media Service's account, such as Your name, Your email address, Your activities or Your contact list associated with that account.

You may also have the option of sharing additional information with the company through your Third-Party Social Media Service's account. If you choose to provide such information and personal data, during registration or otherwise, You are giving the company permission to use, share, and store it in a manner consistent with this Privacy Policy.

TRACKING TECHNOLOGIES AND COOKIES

We use Cookies and similar tracking technologies to track the activity on Our Service and store certain information. Tracking technologies used are beacons, tags, and scripts to

collect and track information and to improve and analyze Our Service. The technologies We use may include:

- **Cookies or Browser Cookies.** *A cookie is a small file placed on Your Device. You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if You do not accept Cookies, You may not be able to use some parts of our Service. Unless you have adjusted Your browser setting so that it will refuse Cookies, our Service may use Cookies.*
- **Flash Cookies.** *Certain features of our Service may use local stored objects (or Flash Cookies) to collect and store information about Your preferences or Your activity on our Service. Flash Cookies are not managed by the same browser settings as those used for Browser Cookies. For more information on how You can delete Flash Cookies, please read "Where can I change the settings for disabling, or deleting local shared objects?"*
- **Web Beacons.** *Certain sections of our Service and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).*

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close Your web browser.

We use both Session and Persistent Cookies for the purposes set out below:

- Necessary / Essential Cookies
Type: Session Cookies
Administered by: Us
Purpose: These Cookies are essential to provide You with services available through the Website and to enable You to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services that You have asked for cannot be provided, and We only use these Cookies to provide You with those services.
- Cookies Policy / Notice Acceptance Cookies
Type: Persistent Cookies
Administered by: Us
Purpose: These Cookies identify if users have accepted the use of cookies on the Website.
- Functionality Cookies
Type: Persistent Cookies
Administered by: Us
Purpose: These Cookies allow us to remember choices You make when You use the Website, such as remembering your login details or language preference. The

purpose of these Cookies is to provide You with a more personal experience and to avoid You having to re-enter your preferences every time You use the Website.

For more information about the cookies we use and your choices regarding cookies, please visit our Cookies Policy or the Cookies section of our Privacy Policy.

USE OF YOUR PERSONAL DATA

The Company may use Personal Data for the following purposes:

- To provide and maintain our Service, including to monitor the usage of our Service.
- To manage Your Account: to manage Your registration as a user of the Service. The Personal Data You provide can give You access to different functionalities of the Service that are available to You as a registered user.
- For the performance of a contract: the development, compliance and undertaking of the purchase contract for the products, items or services You have purchased or of any other contract with Us through the Service.
- To contact You: To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.
- To provide You with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless You have opted not to receive such information.
- To manage Your requests: To attend and manage Your requests to Us.
- For business transfers: We may use Your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by Us about our Service users is among the assets transferred.
- For other purposes: We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Service, products, services, marketing and your experience.

We may share Your personal information in the following situations:

- With Service Providers: We may share Your personal information with Service Providers to monitor and analyze the use of our Service, to contact You.
- For business transfers: We may share or transfer Your personal information in connection with, or during negotiations of, any merger, sale of Company assets, financing, or acquisition of all or a portion of Our business to another company.
- With Affiliates: We may share Your information with Our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include Our parent

company and any other subsidiaries, joint venture partners or other companies that We control or that are under common control with Us.

- With business partners: We may share Your information with Our business partners to offer You certain products, services or promotions.
- With other users: when You share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside. If You interact with other users or register through a Third-Party Social Media Service, Your contacts on the Third-Party Social Media Service may see Your name, profile, pictures and description of Your activity. Similarly, other users will be able to view descriptions of Your activity, communicate with You and view Your profile.
- With Your consent: We may disclose Your personal information for any other purpose with Your consent.

RETENTION OF YOUR PERSONAL DATA

The Company will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods.

TRANSFER OF YOUR PERSONAL DATA

Your information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction.

Your consent to this Privacy Policy followed by Your submission of such information represents Your agreement to that transfer.

The Company will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Policy and no transfer of Your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of Your data and other personal information.

YOUR RIGHTS TO YOUR PERSONAL DATA

If You have purchased from the Company or created an account, our website provides you with the following rights to Your Personal Data:

- The right to be informed; This means anyone processing Your Personal Data must make clear what they are processing, why, and who else the data may be passed to.
- The right of access; this is your right to see what data is held about you by a Data Controller.
- The right to rectification; the right to have your data corrected or amended if what is held is incorrect in some way.
- The right to erasure; under certain circumstances you can ask for your personal data to be deleted. This is also called 'the Right to be Forgotten'. This would apply if the personal data is no longer required for the purposes it was collected for, or your consent for the processing of that data has been withdrawn, or the personal data has been unlawfully processed.
- The right to restrict processing; this gives You the right to ask for a temporary halt to processing of personal data, such as in the case where a dispute or legal case has to be concluded, or the data is being corrected.
- The right to data portability; You have the right to ask for any data supplied directly to the Data Controller by him or her, to be provided in a structured, commonly used, and machine-readable format.
- The right to object; You have the right to object to further processing of their data which is inconsistent with the primary purpose for which it was collected, including profiling, automation, and direct marketing.
- Rights in relation to automated decision making and profiling; You have the right not to be subject to a decision based solely on automated processing.

DISCLOSURE OF YOUR PERSONAL DATA

BUSINESS TRANSACTIONS

If the Company is involved in a merger, acquisition or asset sale, Your Personal Data may be transferred. We will provide notice before Your Personal Data is transferred and becomes subject to a different Privacy Policy.

LAW ENFORCEMENT

Under certain circumstances, the Company may be required to disclose Your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

OTHER LEGAL REQUIREMENTS

The Company may disclose Your Personal Data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of the Company
- Prevent or investigate possible wrongdoing in connection with the Service
- Protect the personal safety of Users of the Service or the public
- Protect against legal liability

SECURITY OF YOUR PERSONAL DATA

A high level of security measures is implemented to prevent the unauthorized release of or access any "Personal Information" collected through the website. Several technical security measures are observed, such as browser encryption, routers, and firewalls to safeguard "Personal Information" against unauthorized access.

The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure.

Please note that we have secure servers that are generally inaccessible by any third parties. However, in the event of a security breach, this may become vulnerable to anyone. While We strive to use commercially acceptable means to protect Your Personal Data, We cannot guarantee its absolute security.

CHILDREN'S PRIVACY

Our Service does not address anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If You are a parent or guardian and You are aware that Your child has provided Us with Personal Data, please contact Us. If We become aware that We have collected Personal Data from anyone under the age of 13 without verification of parental consent, We take steps to remove that information from Our servers.

If We need to rely on consent as a legal basis for processing Your information and Your country requires consent from a parent, We may require Your parent's consent before We collect and use that information.

LINKS TO OTHER WEBSITES

Our Service may contain links to other websites that are not operated by Us. If You click on a third party link, You will be directed to that third party's site. We strongly advise You to review the Privacy Policy of every site You visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

On the other hand, information about opt-out procedures is provided in every promotional email we send to you. If you would like to unsubscribe from our mailing list, please click on the mail link and then follow the procedures.

CHANGES TO THIS PRIVACY POLICY

We may update Our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page.

We will let You know via email and/or a prominent notice on Our Service, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

DATA BREACHES

All data breaches should be recorded and actioned with a preventative measure within 72 hours. Contact us immediately through the contact information below:

CONTACT US

If you have any questions about this Privacy Policy, You can contact us:

- By visiting this page on our website: <https://ewatchfactory.com/pages/contact>

SHIPPING AND DELIVERY

EWatchFactory offers international shipping via third-party logistics companies depending on your location.

Customs procedures and protocols may vary depending on your shipping address, and the estimated shipping time is excluding custom clearance time.

Fulfillment & preparation of your order takes between 3 & 14 days (working days) to process, after that you will receive a confirmation email from the third-party courier company.

Will I have to pay international taxes and duties?

Your order may be subject to import duties and taxes, levied once a shipment reaches your country. In some countries taxes can be raised up to 25%, therefore it is recommended to check with the local authorities before the purchase process or to consult <https://www.simplyduty.com/> for an estimate to avoid any confusion. VAT in Switzerland is 7,7%. As mentioned before, the taxes may vary depending on the shipment's destination. Kindly contact your customs office for specific amounts and percentages.

EwatchFactory is not responsible and has no control over any taxes applied to your package.

You will be responsible for paying additional charges for customs clearance. Customs policies vary widely from country to country. Please contact your local customs office for further information. Please note that on rare occasions, some custom agents may delay the delivery of some packages.

RETURN AND EXCHANGE POLICY

If you would like to return your order for any reason, you can do it within 30 days after receiving your order. Only EwatchFactory purchased on the website can be returned or exchanged. If you purchased an EwatchFactory in another shop, please return it to the retail dealer. Each retail dealer might have different return policies and procedures. We do not have any impact on other companies' internal processes.

Before shipping your return/exchange, please contact us by our customer service online, precise the order reference, and the reason for your return/exchange.

If you do not contact us before shipping, you run the risk of not receiving your refund or exchange.

The return/exchange item(s) should be in the same condition as in its original packaging with all original tags and protections attached and never worn. You may exchange an item only one time.

If the conditions of the watch do not match the original (scratches, contaminated and bent straps) - a partial refund might be applied (contact our specialists first).

If, for any reason, the customer wishes to return the order, unless proven otherwise that the issue originates from the watch, the customer is responsible for the return shipping costs.

CONCERNING THE RETURNS, YOU HAVE TWO POSSIBILITIES:

1. Process a refund
2. Receive a coupon on your account, with the amount of your purchase and use it for your next order

For an exchange:

1. Choose a different item of the same value
2. Receive a coupon on your account, with the amount of your purchase and use it for your next order

The customer assumes the costs for returns and exchanges, except if the watch is returned for quality reasons.