

**Not completely satisfied with your purchase? No problem! Please fill out this form and include it in your returns 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.

- Standard plastic boxes will not be replaced if broken during transport.
- Please return the product in the original manufacturer's box it came in. Do not place stickers or shipping labels on the manufacturer's box.

**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 2 - 3 weeks for the bank to process the transaction.
- In all cases, refunds will be made in the form of the original payment.

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**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) .....

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**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\* *Please include your warranty card!* .....

I would like a refund\* .....

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

Other .....

Remarks .....

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**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:

  
Holland Watch Group  
Returns Department  
Willebrordusstraat 14  
3037 TR ROTTERDAM  
The Netherlands