

Terms and Conditions

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern **Horsham Watch Repairs** relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please think carefully before proceeding with this website.

The term '**Horsham Watch Repairs**' or 'us' or 'we' refers to the owner of the website. The term 'you' and 'yourself' refers to the user or viewer or customer of our website.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

We do not provide any guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

Product of Service:

Prior to collection of your watch, it is imperative that you provide us with your name, address, e-mail address and telephone number.

By sending a watch to **Horsham Watch Repairs**, it is imperative that you provide us with your name, address, email address and telephone number with your watch. This can be detailed either on the document provided or on a separate cover note provided by yourself. If you have sent in an item for repair to **Horsham Watch Repairs**, please note we do not take any responsibility until we have received, checked, and confirmed that the correct item has been received. If necessary, please provide a trackable reference to: **horshamwatchrepairs@yahoo.com**

If possible, please also ensure you have noted your serial number before sending the watch to us.

It is entirely the customer's responsibility to ensure the watch is sufficiently packaged in transit.

In the event of damage being caused to a watch whilst in transit, **Horsham Watch Repairs** will not be held responsible for this, in any way. When we receive the watch, it will be assessed and the customer advised of item condition and possible work required. Once you have agreed to the condition description, watch estimate and approximate timescale, the work will then commence. Sometimes the timescale can be longer or shorter. Delays may occur due to parts availability or the service process, this does not hinder the ability to your watch. Price reduction or free repairs are not given due to delays and late repairs but are down to the discretion of **Horsham Watch Repairs**. In the event of a refund being issued, the refund will be processed and will enter the customer's bank account within 28 working days.

Cancellations of watch repairs are prohibited if the watch has been confirmed repaired and is ready for collection or on test phase. Cancellations are subject to rejection and are to the discretion of **Horsham Watch Repairs**.

By sending your watch to **Horsham Watch Repairs** you automatically agree to the terms and conditions.

If your watch is being delivered back to you, we will require a signature from the customer.

Proceed confirmations and payment for work:

No work is carried out prior to confirmation from the customer. This is to be done via e-mail or phone.

Once we receive the customer's confirmation to proceed with the quoted work, the customer is fully liable to make payment for the full work carried out and any additional parts or components quoted for.

Horsham Watch Repairs may, on occasion, securely transport a watch to one of our other locations for specialist work. This will be transported fully tracked & insured. Once the work is complete, **Horsham Watch Repairs** will contact the customer kindly requesting payment (unless alternative arrangements have been previously agreed, in writing). If the customer does not respond after 7 days, **Horsham Watch Repairs** will attempt to make contact again via email and telephone.

Delay of Parts:

Horsham Watch Repairs are not responsible for the delay of a service or repair caused by unavailability of parts that are on back order with manufacturers or suppliers. Not all watch parts are readily available, sometimes parts are out of stock by the manufacturer and therefore the repair process will be delayed. The delay of

your repair/service in these instances are subject to manufacturers' timescale and are out of the control of **Horsham Watch Repairs**.

“Obsolete parts” means parts are no longer available and not possible to manufacture.

Guarantee:

All minor repairs carried out by **Horsham Watch Repairs** are covered by a 3-month guarantee. The 3-month guarantee does not cover accidental damage, wear and tear i.e. crown thread stripping, anti-reflective glass coat wear and/or any repairs or services carried out by third parties. Any intervention including the opening of the watch by you or any third party including other Watchmakers or Watch Professionals whilst the watch is under guarantee by **Horsham Watch Repairs** will result in the guarantee provided by us void and no liability will be accepted by **Horsham Watch Repairs**. By being a customer of **Horsham Watch Repairs** you agree to these conditions.

All Watch Servicing carried out by Horsham Watch Repairs are covered by a 12-month guarantee. The 12-month guarantee does not cover accidental damage, wear and tear i.e. crown thread stripping, anti-reflective glass coat wear and/or any repairs or services carried out by third parties. Any intervention including the opening of the watch by you or any third party including other Watchmakers or Watch Professionals whilst the watch is under guarantee by **Horsham Watch Repairs** will result in the guarantee provided by us void and no liability will be accepted by **Horsham Watch Repairs**. By being a customer of **Horsham Watch Repairs** you agree to these conditions.

All battery replacements are covered by a 12-month guarantee. The 12-month guarantee covers the battery only and does not cover seals or water entry caused by user error including water/moisture ingress through the crown due to not having the crown screwed in place. Any intervention including the opening of the watch by you or any third party including other Watchmakers or Watch Professionals whilst the watch is under guarantee by **Horsham Watch Repairs** will result in the guarantee provided by us void and no liability will be accepted by **Horsham Watch Repairs**. By being a customer of **Horsham Watch Repairs** you agree to these conditions.

Payment and further guarantee:

Payment is to be received prior to dispatching the watch back to the customer, for any work carried out by **Horsham Watch Repairs**. The watch will remain in the property of Horsham Watch Repairs until full payment is received.

Payment accepted: all major debit and credit card, Bacs transfer or cash.

Refunds are subjected to the discretion of **Horsham Watch Repairs**.

Horsham Watch Repairs reserves the right to keep or dispose of any old parts or components (including glass and watch straps and other movement parts) from the repair/service.

We only use watch parts supplied by **Horsham Watch Repairs**. By sending or bringing a watch to **Horsham Watch Repairs**, you accept that we reserve the right to dismantle the watch, to carry out a sufficient inspection of the timepiece.

Our diagnostics and production of estimates are free of charge. If the watch has been posted to us, a postage charge must be paid by the customer which covers the cost of special delivery (to the correct insurance limit on the watch.)

Privacy Policy:

At **Horsham Watch Repairs**, we are committed to maintaining the trust and confidence of our customers. In particular, we want you to know that we are not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this Privacy Policy, we have provided details on when and why we collect data and personal information and how we use it.

Horsham Watch Repairs is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services, then you can be assured that it will only be used in accordance with this privacy statement.

Horsham Watch Repairs may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect:

We will need to collect the following information:

Any form of contact information – name, address, telephone number, e-mail address.

What we do with the information we gather:

When we collect or you send your watch in for a repair/service, we require personal information purely to contact you about your watch repair and to return your repair.

Disclaimer:

The information contained in this website is for general information purposes only. The information is provided by Horsham Watch Repairs and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information,

products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

Every effort is made to keep the website up and running smoothly. However, **Horsham Watch Repairs** takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control. However, owing to our policy of continuous improvement we reserve the right to change policies without prior notice.

These terms and conditions are subject to change at any time.