

## **Refund Policy**

All watches in Woodstock Watch Co. inventory are thoroughly reviewed to ensure that clients only receive quality watches. All watches are also video recorded as they are being packaged to prevent fraud. Due to the nature of business by Woodstock Watch Co. not all purchases are eligible for returns or refund.

In general, ALL SALES ARE FINAL. We do not accept returns, refunds, or exchanges for any reason other than the limited reasons listed below. Before you make a purchase, please review this Refund Policy carefully.

### **ITEMS ELIGIBLE FOR REFUND**

- Watch advertised as working arrives to customer as damaged or defective (as further described below).
- Watch did not arrive to customer at the address indicated by the customer during the checkout process.

In the unlikely event that a watch does not arrive to a customer or arrives to a customer damaged or defective, you will be reimbursed through Woodstock Watch Co.'s shipping insurance vendor after the submission of a successful claim. All watches are shipped with full insurance up to the full retail value of the watch being sold.

Please note: "damaged" or "defective" indicates that a watch is in a worse condition than advertised for sale. For example: if a listing indicates that a watch has hairline scratches, and that watch arrives to the customer with such scratches, the watch is NOT considered "damaged" and is not eligible for a refund to the extent those scratches were disclosed in the listing. However, in the unlikely event that the watch arrives in a significantly more damaged condition than advertised (e.g., many more scratches, scratches are materially deeper than photographed/disclosed), please contact Woodstock Watch Co. for assistance in submitting a shipping insurance claim.

If you receive a product that is defective or damaged as described above, you should contact our customer support team immediately, and in no event later than 7 days after receiving the product. To facilitate a successful shipping insurance claim, please be prepared to provide photographic evidence of the defect or damage, including photographs of any external damage to the parcel in which the watch was delivered (if applicable).

You are responsible for ensuring that your parcel is delivered to a safe and secure location, and that you are available to promptly retrieve it. If a parcel is properly delivered to your shipping address and is thereafter stolen, lost, or damaged, under most circumstances your claim will be rejected by the shipping insurance vendor and we will not be able to offer you a refund.

You will not be eligible for a refund other than under the conditions listed above. Any other requests for a refund outside of the above parameters may, but need not, be considered on a case-by-case basis by Woodstock Watch Co. in its full and absolute discretion.

### **EXAMPLES OF ITEMS NOT ELIGIBLE FOR A REFUND/EXCHANGE**

- Watches sourced exclusively for customer that arrive in advertised condition.
- Customer no longer wants watch sourced by or ordered from Woodstock Watch Co. (that is, you have “buyer’s remorse” or you otherwise change your mind).
- You fail to read or understand a product’s description, specifications, size information, damage disclosures, or other information or pictures provided about the watch in its listing.
- You accidentally place an order, or you provide the wrong address.
- Watches that experience normal wear and tear, or that suffer damage due to your misuse, abuse, or improper handling.

The above list contains examples of purchase types that are NOT eligible for a refund, but it is not intended to be comprehensive. No other purchases outside of the scenarios denoted in the section entitled “Items Eligible for Refund” are eligible for a refund. ALL SALES ARE FINAL.

### **REFUND PROCESS & HOW TO CONTACT US**

If you need assistance or have questions about our refund policy, you should contact our customer support team at [support@woodstockwatchco.com](mailto:support@woodstockwatchco.com).

If your watch arrived damaged or defective as described in the section “Items Eligible for Refund,” please contact us promptly upon discovering the damage, but in any event no more than seven days after the watch has been delivered.

If your watch is not delivered to the shipping address you indicated during the checkout process within fourteen days after placing the order, or if your tracking information shows that your watch has been delivered but you have not received it, please contact us immediately.

IN ALL CASES, YOUR ELIGIBILITY FOR A REFUND IS SUBJECT TO THE SUBMISSION AND APPROVAL OF A SUCCESSFUL CLAIM WITH WOODSTOCK WATCH CO.’S SHIPPING INSURANCE VENDOR. If the shipping insurance vendor determines that your claim is fraudulent or the result of your own error or negligence, or otherwise finds grounds to reject your claim, Woodstock Watch Co. will NOT reimburse you. Furthermore, in the event that Woodstock Watch Co. discovers clear evidence that your claim is fraudulent or the direct result of your own error or negligence, we reserve the right to refuse submission of your claim to the shipping insurance vendor or to disclose this information to the vendor.

If you have questions relating to the refund of a deposit made in connection with a specially sourced watch, please review our policies and agreements relating to consignments and/or contact our customer service department at [support@woodstockwatchco.com](mailto:support@woodstockwatchco.com) with questions.

Any exceptions to the refund policy as hereinabove described will be at Woodstock Watch Co.'s full and exclusive discretion based on the particular and unique circumstances of a specific case. Our refund policy is subject to change without notice, and it is your responsibility as the customer to review our policy each time before placing an order.