

Terms & Conditions

We would like to make your shopping experience a pleasant one.

Please spend a few minutes to review your rights and other general information regarding your purchase;

General
Info /Shipping

General Information

Watchintime has been trading since 1989.

We hope you find our site easy to browse, clear to understand and with useful information.

There is no real feedback available on our web site but we are trying to keep up to date with the section by posting email from recent buyers. We would like to encourage our customers to place feedbacks on the Skypefind section in Skype too, if possible, please.

We are pleased to say that we have now sold our watches to every single Country that is part of the EEC, even if Holland, Denmark, Germany and Sweden are our top buyers at the moment.

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We recognize that purchasing anything from the Internet can be very stressful.

You are parting, sometimes, with a lot of money with someone that you don't really know.

You are anxious to receive the product of your choice and still in doubt if your money is safe with a seller that you have never met.

For this reason, we keep in touch with the buyer at all times, letting you know what is going on.

We will tell you when the money is received and/or banked.

We will tell you when the money has cleared in our account and the parcel is ready for delivery.

We will send to you an invoice once the parcel is ready for shipment (.pdf format, usually).

Soon afterwards we will send you an email with the parcel details (tracking number); this may go to your spam folder.

In UK we use Royal Mail next day special delivery. It is insured and it is delivered the next day before 1:00pm (guaranteed) – Saturday delivery is not included. For the rest of the world we use International Signed for service from Royal Mail (insured too, but only up to £500).

We can however be contacted, should you have any queries or worries, at all times via e-mail (sales@watchintime.com – with copy, in case our servers are down, to watchintime@yahoo.co.uk, or - via phone to 02080994811 or 07973137474 or via fax to 07092811565).

Your custom is also important to us but it is important that you feel secure, safe and satisfied with your purchase from Watchintime.com.

Kindest Regards

Julian Coleman

Sales Director

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Please note that we reply to all email and queries received within 24 hours – if you do not receive a reply from us in this period of time, our reply may be in your Spam folder or lost in cyberspace. Please write to us again.

You can also write to us in French, German, Spanish and Italian – however our replies will be in English.

Payment Methods

Preferred payment is via bank-to-bank transfer – it is easy, cheap (often free), secure and fast. Payments are to be made in British Pound Sterling only at your bank. We get notified, usually, within 3 to 5 working days.

As from 19th December 2008 - we will not longer accept payments via credit card (costs are far too high). We are now taking payments via PayPal - but must add 4% surcharge to the total of the transaction. Once an amount is agreed between the seller and the buyer, the amount will be requested to the buyer, via PayPal. Please don't forget to provide to us your payment email address. All goods paid via PayPal will be shipped FIVE working days after the payment is received.

Escrow payments are accepted but only via an official Escrow service company. Western Union payments are also accepted. All fees, for these services, will be down to the buyer.

Personal cheques are accepted. From UK they will take 5 days to clear. From the EEC they will take 14 days to clear and, on this occasion only, they will have to be made in Euros.

From outside the UK is also worth mentioning – Travel Cheques. It is important to “buy” American Express travel cheques because these are secure and traceable by their serial number. Travel cheques bought will have to be in Pound Sterling. In the middle of the travel cheque you insert the Payee (in our case – Watchintime.com) – photocopy and post them to us. Once received they will clear immediately and parcel/goods will be sent straight away

Privacy Policy

One of the most straight forward ways of payment would that be in UK or abroad – is Bank-to-bank transfer

In

UK

this can be carried out within the same day if cash is deposited to our business bank account. Bank will also accept credit card, cheques and money order but these will take at least five working days to clear. From abroad, a bank transfer takes usually 4 working days. Please ask us for IBAN details.

Western

Union is fast and reliable. Payments must be made in Pound Sterling. All fees will be your responsibility.

Due to

fraud - payment received via PayPal will be verified and goods sent out only FIVE working days after the payment is received.

<http://boards.thisismoney.co.uk/tim/forum.jsp?forum=104>

Finance

(UK Only)

Confidentiality

is our most important business objective. Our aim is to establish trust and reliability.

We

base our business on honesty and integrity.

Any information sent to us directly or exchanged within any additional service within this site will be kept confidential and will not be shared or sold to any third party for commercial exploitation or for any other use.*

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Without prejudice to obligations deriving from the application of International conventions or UK Laws.

Our Finance facility is subject to status.

In order to apply for credit, you must:

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Be at least 18 years of age and under 85 years of age.

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Be either:

1. in full time employment (i.e. 16 hours, or more, per week) or

2. self-employed or

3. retired and over 50 years of age or

4. in receipt of an invalidity or disability allowance.

- Have been a UK resident for 12 months or more.

- Be able to make repayments by direct debit

- Provide your previous address if you have lived at your current address for less than 3 years.

Payments by direct debit, credit subject to status, written quotations available on request. If you have any queries please contact us on

+44(0)20 80994811

Warranty

All of our watches (unless specifically stated) are brand new and have never been worn**. They carry a 2 years Manufacturer's international warranty and can be repaired by authorized technical staff.

In the unlikely event that your watch becomes faulty, it is most important that you give us the full watch details. When it was purchased, if the movement is quartz or automatic and what the problem seems to be.

On some quartz watches there are actually two batteries. Each individual battery controls certain functions and/or panel of the watch. There is no warranty on the life span of any battery. Before sending the watch back to us please ensure that the watch is actually faulty.

There is a minimum £25.00 charge for handling any one item.

Watchintime will pay for returning any watch to you under warranty but will not refund any costs against your postage to us. Watchintime will also not accept any responsibilities if the watch will be lost or stolen during transit and if it gets damaged in any way or form.

Should we find that a watch has been handled by a third party – warranty is void.

Should we find that the watch shows sign of poor care and attention – warranty is void. (Incidents like water in the movement, acid marks, heat marks, corrosion, and external pressure applied to glass and/or back plate and/or crown and/or bezel will all constitute poor care and attention). We reserve the right to void any claim for warranty work should we find that no duty care and attention was applied to the timepiece. Our minimal charge will apply even if we do not carry out repairs or solve the problem.

If
in doubt, please always talk to us as we are here to give you the best
possible advice and service.

Out
of warranty estimates for repair are free of charge – however an
initial payment for the sum of £8.50 must be included with first
shipment so that we can return the timepiece to you should you wish not
to proceed with the repair.

Repairs
(UK Only)

For
repairs, please send your watch to:

Watchintime.com

FAO Repair Centre

PO BOX 32563

Chiswick, London

W4 5YW , England

Tel:

+44(0)7092
037159

Fax:

+44(0)7092
037159

E-mail:

Please
ensure to include the following with your watch:

- Your receipt/Proof of purchase,
- Warranty card/certificate,
- A short explanation of the problem.

Ensure that you use a Signed for & Insured
method of postage. You are liable for the costs of shipping the item to
us.

** - Some models may have been displayed in a shop window for a
little while. Leather straps often take the round shape of the stand where the
watch has been displayed.

Gold is a soft metal and sometimes hair line scratches may appear on the back of the case. Basically you will be getting the same service that would expect from any jeweller but without their prices. International warranty (usually 2 years) is often dealt by the manufacturer.

Please note - As no carrier accepts insurance on watches, we have been obliged to provide our own insurance services. At present we are insured with Norwich Union and insurance can be applicable on all items above the value of £500. All goods are sent out FOB London and for the cost of £2.25 for every £100 of value, we can insure any amount of your choice. Please find below a break down of all costs. As per April 2008 these are our latest charges.

UK

All items
insured, purchased from our site (ie. eBay and Chrono24

do not
apply) - are Free Of Charge

Items up to
£2500 in value

Next Day Special delivery (excluding
Friday postage)

weight UP to
ins. Value
cost

500 grams
£500
£6.75

500 grams
£1,000
£7.75

500 grams
£2,500
£9.75

1000 grams
£500
£8.75

1000 grams
£1,000
£9.75

1000 grams
£2,500
£11.75

2000 grams
£500
£9.75

2000 grams
£1,000
£10.75

2000 grams
£2,500
£13.75

over 2Kg.

£2,500
£22.50

Extra insurance for items above
£2,500 in value, if required, please add

£2.25 per every £100 extra of
insurance.

EEC

FOB London

Items up to
£500 in value

International Signed for or AIRSURE

weight UP to
ins. Value
cost

500 grams
£500
£11.50

750 grams
£500
£14.50

2000 grams

£500
£18.50

over 2Kg.
£500
£28.00
PARCEL FORCE only

Extra insurance for items above £500
in value, if required, please add

£2.25 per every £100 extra of
insurance.

REST
OF WORLD
FOB London

Items up to
£500 in value

International Signed for or AIRSURE

weight UP to
ins. Value
cost

500 grams
£500

£14.50

750 grams

£500

£18.50

2000 grams

£500

£22.00

over 2Kg.

£500

£33.00

PARCEL FORCE only

Extra insurance for items above £500
in value, if required, please add

£2.25 per every £100 extra of
insurance.

