

FOR ONLINE ORDERS ONLY

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Certina returns form

Please print and enclose this form with your returned item(s). If you have any questions, please contact the service team via the email at shop@certina.co.uk or calling +44 (0) 0345 899 1888. Monday to Friday from 9:00 to 17:30.

To return the items, please pack them securely and please ensure that you complete this form indicating the reason of your return.

Name	
Order number	
Returns authorization code	

Product (Reference)	QTY	Reason for return					Action
		Changed my mind	Looks different	Faulty	Too big/ Too Small	Other (Please state the reason)	Refund
<i>E.g. C032.607.44.051.00</i>	<i>1</i>						<i>C032.607.44.051.00</i>

Refunds will be issued according to our Terms & Conditions. For further information, please visit <https://www.certina.co.uk/shipping-and-returns>

Please allow up to fourteen working days for the return for be processed once it is received. We will refund you the price you paid for that product and the applicable delivery charge but not any postage or collection cost incurred returning the product to us. If you chose a more expensive delivery option, we will only refund you up to the amount you would have paid if you had chosen the least expensive delivery offered by us.

Your return should be sent to:

The Swatch Group (UK) Limited
 Division: Certina
 Building 1000
 The Royals Business Park
 Dockside Road
 London
 E16 2QU

If you decide to send the return using a delivery method of your choice, we do advise for your own protection to use a secure delivery method, which requires a signature upon delivery, such as Royal Mail "recorded" or "special delivery". Please note that we do not accept responsibility for products lost or damaged in the post.