



**OUR RETURN POLICY**

***PLEASE READ CAREFULLY!***

Complete customer satisfaction is our top priority! If in the unlikely event you are unhappy with your purchase from our online store, we will gladly accept returns of an unworn and undamaged watch with the original tags attached and in its original box/packaging within 14 days from purchase, for a full refund less shipping, handling, taxes and promotional discounts. To return a watch not purchased from our online store, please refer to the original place of purchase.

***TO RETURN AN ITEM:***

1. Simply email **help@cronometrics.com** stating your order number, model name, date of purchase and reason for return.
2. Our customer service team will provide assistance and issue you with a **Returns Number** which is required on the Returns Form.
3. Complete the Returns Form and attach our address label on the **outside** of the shipping carton.
4. Send your item with the Returns Form and proof of purchase to our sales office as stated on the address label.

Please note that your Returns Number must be displayed on the outside of the shipping carton. Failure to do this will result in the package being refused and returned to you.

Since items are your responsibility before they reaches our office, we advise you to securely package the items in bubble wrap and send them in a padded/secure box to prevent damage. It is also recommended to use a postal service that insures you for the value of items you are returning. We are not responsible for lost packages nor are we responsible for the cost of returning an item.

Once we receive your item we will process it and advise you if there are any problems or further charges, you should allow up to 28 days for this service. We can only refund using your original payment method.

***FOR DAMAGED OR DEFECTIVE GOODS:***

Please contact **help@cronometrics.com** prior to returning!

If you received a defective watch that is not performing as expected or exhibit damage not associated with normal wear, we will be happy to replace (with a watch of similar value and appearance) and ship it back to you at no cost provided

that your watch is returned with proof and date of purchase. Simply follow the return steps before sending your watch to us. Watch straps are not covered by this policy if returned more than 30 days after purchase or if they exhibit wear-and-tear.

***REPAIRS:***

Please contact **help@cronometrics.com** prior to returning any watch for repair; you will need a Repair Number.

***OTHER PROBLEMS, QUESTIONS, SUGGESTIONS:***

Feel free to email us at **help@cronometrics.com** for any questions regarding your order. Remember to include full details of the problems.

Failure to complete this form fully may delay your refund or repair.

**PLEASE FILL OUT & PRINT THIS FORM**

Full Name:
Address:
Telephone:
E-mail:
Model Number:

**REASON:**

- Incorrect item received
- Arrived damaged/defective – please explain below
- Color
- Other – please indicate reason below

**ADDITIONAL COMMENTS:**

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**RETURNING FOR:**

- Refund
- Repair – please indicate problem below

Repair No.:
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**CRONOMETRICS LTD.**

**9/F, UNIT B, TSUEN TUNG FACTORY BUILDING  
38-40 CHAI WAN KOK STREET, TSUEN WAN  
N.T, HONG KONG**

Returns No.:
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