

INSTRUCTIONS

- 1.- Contact our Claims Department by calling **1-866-280-7312** or via e-mail at ebay@interwatches.com. Explain the situation and our Claims Department will provide a RMA number in case the item needs to be returned.
- 2.- Fill out the Return Material Authorization Form completely and send it back to Interwatches.com, Inc. You may fax it to: **001+305-675-0307**. If you send a fax, please let us know about this via e-mail; on the contrary we may not know you sent it.
You may also print it, sign it, scan it and e-mail it to: **ebay@interwatches.com**.
- 3.- Return authorized item(s) only per shipping instructions.

Shipping back instructions

1. Ship via reliable and traceable courier: FedEx, UPS, USPS, DHL. For your protection you should insure your item for at least its purchase price. Interwatches.com, Inc. will not be responsible for lost, non-delivered, or damaged shipments returned to us.
2. Include a note in the package with the code/item number of the product, a short description of the reason why you are sending it back and its RMA number.
3. E-mail us the tracking number as soon as you get it.

RETURNS

- The customer has a 10 days inspection period to qualify for a FULL sales price refund (excluding any shipping & handling costs and customs charges). Starting time for the inspection period will be determined by the customer signature on the carrier records upon package delivery.
 - For returns or exchanges the item must be shipped within the 10 days inspection period.
 - All returns and exchanges must be approved by the Claims Department.
 - A refund or exchange will only be possible if the item was not used, worn, or altered from its original condition in any way (this includes the addition or removal of links).
 - The refund will be the sales price of the item. The shipping cost is not refundable, provided the item is received exactly as described (also applicable to US customers, in which case \$40 will be deducted to cover shipping costs). The buyer is also responsible for return customs, taxes and shipping & handling fees (none are refundable).
- Important! If the item is returned to us from the 11th till the 30th day:**
- a)** If the item was not used we will refund 90% of the sales price once the return is approved by the Claims Department.
 - b)** If the product was used the trade in value will be determined by our Claims Department. Each case is carefully reviewed and the cooperation of the customer is highly appreciated. We reserve the right to decline a return if we judge the item was damaged or altered in any way.

WARRANTY PROTECTION

InterWatches.com provides warranty coverage of ONE YEAR from the date of purchase on all of its PRE-OWNED watches and TWO YEARS from the date of purchase on all of its BRAND NEW watches.

- Our warranty covers only the movement of the watch and EXCLUDES: batteries, watch case, watch bracelet, straps, crown/stem, crystal/glass, finishes, damage caused by excessive wear and tear and/or physical/accidental abuse, and damage resulting from wear under conditions exceeding the watch manufacturer's water resistance limitations/water resistant warranty.
- The warranty will be discontinued if the item is manipulated or opened by a third party.
- Water-resistance coverage is included in the warranty for all BRAND NEW watches. The warranty for PRE-OWNED watches does NOT include water-resistant coverage, unless you have requested a Water-proof Test and received a valid Water-Resistance Warranty.
- The warranty is valid only at InterWatches, Inc. Improper repair or warranty service performed by a party other than InterWatches, Inc. will void the warranty.
- If you ship the item back to us for repair or service under our warranty protection you are responsible for the cost of returning it to us. Once the item has been serviced we will ship the item back FREE of charge. You remain responsible for any customs duties, taxes, and shipping & handling fees if applicable.
- If you ship the item back to us for repair or service and the item is not covered under of our warranty protection you will be responsible for all shipping costs, customs charges, taxes, and shipping & handling fees if applicable.
- If an item is received and after inspection we come to the conclusion that it is working properly and no repairs are needed then you will be responsible for all shipping costs, customs charges, taxes, and shipping & handling fees if applicable.

Item(s) must be shipped to:

**"IW, Inc. 36 NE 1st Street, Suite 734,
Miami, FL, 33132. USA."**

IMPORTANT INFORMATION FOR INTERNATIONAL BUYERS

a) When sending your watch for service:

In order not to pay customs taxes again when you are receiving the item back after repair, declare the item at FedEx / your customs as "Temporary Exportation".

b) When returning or exchanging an item:

Contact FedEx / your customs before the shipping, and ask them how to get back the customs fee you paid when you received it in your country.

Please read our Terms & Conditions at:

<http://members.ebay.com/ws/eBayISAPI.dll?ViewUserPage&userid=interwatches>



Interwatches.com, Inc.
Return Material Authorization Form (RMA)

Name: _____ Company: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ E-mail Address: _____

Item / Code Number: _____ eBay / eShop ID: _____

RMA Number: _____ Date: _____

(Without RMA Number return will not be accepted)

Brand	Model / Description	Reference Number

Reason why product is being returned:

Your Signature:



Upon signature you agree and accept everything stated in this form as on our Terms & Conditions.