

ORDERS AND SHIPPING

1. THESE TERMS

Please note these terms and conditions will govern the following policies:

- 1.1. The Orders and Shipping terms set out in this document under which we supply items to you, whether these are goods or services and
- 1.2. Our Pre-Orders, Deposits, Returns and Cancellations policy;
- 1.3. Our Watch Repairs policy.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

Who we are

2.1. We are Seiko UK Limited, a company registered in England and Wales with company number 01032911. Our registered office is at SC House, Vanwall Road, Maidenhead, Berkshire, SL6 4UW. Our registered VAT number is GB 849 7683 56.

How to contact us

- 2.2. For enquiries relating to watches or an online order, you can contact us:
 - By telephone: 01628 410 230 (Monday – Friday 09:00 – 17:30) and 020 3105 6212 (Saturday 11:00 – 18:00 & Sunday 12:00 – 18:00)
 - By email: boutiqueonline@grand-seiko.co.uk
- 2.3. For service and repair enquiries you can contact us:
 - By telephone: 01628 770 988 (Monday-Friday 8:30 – 16:15)
 - By email: service@seiko.co.uk

How we may contact you

2.4. If we need to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

3. OUR CONTRACT WITH YOU

How we will accept your order

3.1. Once you have completed the checkout process, we will send you an order confirmation email detailing the items you have ordered. This is not an order acceptance. Order acceptance and the completion of the contract between you and us will take place upon the dispatch to you of the items you have ordered, unless we have notified you that we do not accept your order. Non-acceptance of an order may be a result of one of the following:

- 3.1.1. The item you ordered is out of stock
- 3.1.2. We are unable to obtain authorisation for your payment
- 3.1.3. The identification of a pricing or product description error
- 3.1.4. You do not meet the eligibility to order criteria set out in the main Terms & Conditions
- 3.1.5. Your order does not pass our verification checks

3.2. It is your responsibility to ensure that the email address provided by you during the order process is correct, so that emails sent by us to that address are sent to the correct recipient. You agree to notify us immediately in writing of any changes to your email and/or delivery address.

3.3. Please keep the "Order Confirmation" email sent by us to you safe as this will include details of your order and will be the proof of purchase of your item. A contract will be formed once we have emailed you confirmation.

3.4. If you select the "Pick-up in Store" option on the selection page at the time of purchase of an item on our website, we will send you an email stating that "Your Grand Seiko Watch is Ready for Pick Up", as soon as the item is ready at the relevant store. If you select "Deliver to the specified address" on the selection page at the time of purchase, we will send you a "Delivery Notification" email once dispatch of the item has taken place. However, we may not be able to deliver the item at the specified time due to a delivery delay (see further below). In that case, we will contact you by phone or email.

Delivery note and receipt

3.5. A delivery note will be attached to the item that you order. In case the shipping address is different from your billing address (and you do not want to include the delivery note in the package), please ensure that this is specified within the "Special Instructions" section of the final page of checkout.

3.6. If a receipt is required, please specify this within the "Special Instructions" section of the final checkout page. If the item is delivered to you, a receipt will be sent along with the item. If the shipping address is different from your billing address, a receipt will be sent to you separately.

If we cannot accept your order

3.7. If we are unable to accept your order, we will inform you of this by email and will issue you a refund for the item. This may be because the item is out of stock, or we have identified an error in the price or description of the item or because we are unable to meet a delivery deadline you have specified.

3.8. We reserve the right to limit the number of limited edition or special edition items one individual can order, in order to allow all our clients the opportunity to place their order once the watches become available. If you choose to place multiple orders for the same limited release watch, we will notify you via email and issue you a refund for the orders which we are not willing to fulfil.

Your order number

3.9. We will assign an order number to your order and inform you of this when we accept your order (within the Order Confirmation email). It will help us if you can tell us the order number whenever you contact us about your order.

4. SHIPPING YOUR ORDER

4.1. We deliver across the United Kingdom, Channel Islands and Isle of Man. Unfortunately, we do not ship to the Republic of Ireland, Falkland Islands, BFPO and PO Box addresses, nor any overseas addresses.

4.2. For overseas customers, please visit our Grand Seiko Store Locator to find your stocklist.

5. FREE DELIVERY

5.1. We are pleased to offer complimentary delivery on all online orders within the UK, including the Channel Islands, Isle of Man, Northern Ireland and the Scottish Islands.

5.2. We aim to deliver all orders within 2-5 working days but please allow additional processing time for orders placed during December and on UK Bank Holidays. If for any reason delivery is likely to be longer than this, we will contact you to inform you. Our UK delivery is fulfilled through DPD courier services and you will be able to track the progress of your delivery on the DPD website.

6. PRE-ORDERS AND DEPOSITS

6.1. collection we may cancel the contract, a full refund or exchange will be offered, and the item will be made available for purchase to other clients.

6.2. On certain occasions, we may offer you the opportunity to Pre-orders are orders for items that are not yet available for general sale. Payment for pre-orders is processed in full at the time your order is placed. If for any reason we cannot fulfil your order a refund will be issued.

6.3. Pre-orders will be fulfilled once the item arrives in stock. Once dispatched we will notify you via email with a fulfilment confirmation and tracking details. The delivery month of pre-ordered products is indicated on the product page. We will do our best to meet the estimated delivery but cannot always guarantee it, due to potential manufacturing delays. If the arrival time is delayed we keep you informed of the delay.

6.4. If more than one item was pre-ordered we will dispatch all items as soon as they are available. If one item arrives sooner we will fulfil it separately.

6.5. Once in stock, we will either ship the item to your specified address or confirm the item is ready for collection in-store, depending on your preference. If a collection in store was arranged you should collect your item within 14 days after we notify you. If you do not collect the items from us as arranged or if, after a failed delivery to you, you do not re-arrange delivery or collect the items from a delivery depot we will contact you for further instructions and may charge you for storage costs and any further delivery costs. If despite our reasonable efforts, we are unable to contact you or re-arrange delivery or reserve an item by placing a deposit. When a deposit is placed to reserve an item, you will be asked to pay the full amount once the item arrives in stock. The item will only be shipped after the full payment is received.

6.6. For more details regarding cancellations, refunds and exchanges please refer to our Pre-Orders, Deposits, Returns and Cancellations policy.

7. DELIVERY OF ITEMS

We are not responsible for delays outside of our control

7.1. If our supply of the item is delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this, we will not be liable for delays caused by the event. However, if there is a risk of substantial delay, you may contact us to end the contract and receive a refund for any items you have paid for but not received.

When you became responsible for the goods

7.2. In relation to the supply of goods, the goods will be your responsibility from the time we deliver the goods to the address you gave us or you (or someone authorised on your behalf) collect it from us.

When you own goods

7.3. You will become owner of the goods upon delivery pursuant to the clause above, or once we have received payment in full (if later).

8. PAYMENT

Where to find the price for the item

8.1. The price of the item will be the price (subject to any specified expiry dates) expressly set out in our price list, brochure, catalogue or e-catalogue in force at the date of your order unless we have agreed another price in writing (details of the total price of the item(s), including all taxes and levies and total monthly costs may be accessed by clicking on the “my basket” section of the website within the order process). We take all reasonable care to ensure that the price of the item advised to you is correct. However, please see the below clauses for what happens if we discover an error in the price of the item you order.

What happens if we got the price wrong

8.2. It is always possible that, despite our best efforts, some of the items we sell may be incorrectly priced. If a pricing error is made on your order date, where possible we will inform you and give you the option of buying the goods at the correct price or cancelling your purchase.

8.3. If we accept and process your purchase where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may refund you any sums you have paid.

Method of payment

8.4. We accept bank transfers and credit card payments in respect of the following providers: American Express, MasterCard, VISA and PayPal.

8.5. After entering your credit card information on the payment and billing page of checkout, when you click the “Place Order” button on the final confirmation page, your credit card information will immediately be sent to your credit card company and will not be stored by us (the information is also encrypted using secure SSL encryption).

8.6. You must only use credit cards in your own name.

8.7. If your credit card details are not accepted for any reason, an error message will be displayed and your order will be void. Please note we are not able to disclose the reason for the failure of the payment and you should contact your credit card company for further information.

9. OUR ITEMS

Items may vary slightly from their pictures

9.1. The images of items in our catalogues, brochures or on our websites are for illustrative purposes only. Although we have made every effort to display the images accurately, we cannot guarantee that a device's display of the items accurately reflects the colour, dimensions and other features of the items. Your items may vary slightly from those images.

9.2. Although we have made every effort to be as accurate as possible, all sizes, weights, capacities, measurements, details of dimensions, weight, performance and consumption indicated in our catalogues, brochures or on our websites may vary slightly.

Item packaging may vary

9.3. The packaging of the items may vary from that shown in images on our websites or in our catalogues or brochures.

10. CHANGES TO AN ORDER

Your right to make changes

10.1. If you wish to make a change to the item you have ordered, please contact us and we will let you know if the change is possible. If it is possible, we will let you know about any changes to the price of the item, the timing of supply or anything else which would be necessary as a result of your requested change, and ask you to confirm whether you wish to go ahead with the change.

Our right to make changes

10.2. We may change the items:

10.2.1. To reflect changes in relevant laws and regulatory requirements; and

10.2.2. To implement minor technical adjustments and improvements.

10.2.3. In addition, we may make other changes to the items or changes to these terms after you have placed an order, but if we do so we will notify you following which you may then contact us to end the contract and receive a full refund before the changes take effect.

11. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

We are responsible to you for foreseeable loss and damage caused by us

11.1. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so

11.2. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the items; and for defective items under the Consumer Protection Act 1987.

We are not liable for business losses

11.3. We only supply the items for domestic and private use. If you use the items for any commercial, business or resale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

12. HOW WE MAY USE YOUR PERSONAL INFORMATION

How we will use your personal information

12.1. We will use the personal information you provide to us:

12.1.1. to supply the items to you;

12.1.2. to process your payment for the items; and

12.1.3. if you agreed to this during the order process, to inform you about similar items that we provide, but you may stop receiving these at any time by contacting us.

Passing your personal information to third parties

12.2. We will only give your personal information to third parties where the law either requires or allows us to do so. For further information, please see our Privacy Policy and Cookie Policy.

Registering your Grand Seiko watch information online

12.3. We will register the details specific to the watch you purchased on the Grand Seiko Online Warranty database accessible on <https://registration.grand-seiko.com/search>. This includes the purchase date, watch reference number, case number, serial number and the point of sale (<https://store.grandseikoboutique.uk/en/>).

13. OTHER IMPORTANT TERMS

We may transfer this agreement to someone else

13.1. We may transfer our rights and obligations under these terms to another organisation. We will try to ensure that the transfer will not substantially affect your rights under the contract.

You need our consent to transfer your rights to someone else

13.2. You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.

Nobody else has any rights under this contract

13.3. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

If a court finds part of this contract illegal, the rest will continue in force

13.4. Each of the clauses of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining clauses will remain in full force and effect.

Even if we delay in enforcing this contract, we can still enforce it later

13.5. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the items, we can still require you to make the payment at a later date.

Which laws apply to this contract and where you may bring legal proceedings

13.6. These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

Alternative dispute resolution

13.7. Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact an alternative dispute resolution provider we use. You can submit a complaint to CDRL via their website at <http://www.theretailombudsman.org.uk>. Please note that Seiko is under no obligation to resolve complaints via alternative dispute resolution.

13.8. In addition please note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform at the following webpage: http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/adr-odr/index_en.htm