

PRE-ORDERS, DEPOSITS, RETURNS AND CANCELLATIONS

1. PRE-ORDERS AND DEPOSITS

Pre-orders

1.1. Pre-orders are orders for items that are not yet available for general sale. When you pre-order an item, you will need to pay the full upfront price of the item. Pre-orders will be fulfilled once the item arrives in stock. You are able to request a cancellation or exchange of your pre-order anytime until the item is shipped. After your order is shipped our standard cancellation terms, as set out in clause 2.4 below, will apply.

Deposits

1.2. On certain occasions, we may offer you the opportunity to 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. You are able to request a cancellation or exchange of your deposit anytime until the item arrives in stock. The item will only be shipped after the full payment is received. After your order is shipped our standard cancellation terms, as set out in clause 2. below, will apply. We reserve the right to refuse any deposits at our sole discretion.

2. YOUR RIGHTS TO END THE CONTRACT

Your rights to end the contract

2.1. Your rights to end the contract will depend on what you have bought, whether there is anything wrong with it, and when you decide to end the contract.

2.2. If what you have bought is faulty or misdescribed you may have a legal right to end the contract under your statutory rights. Please refer to paragraph 5 for more details.

If you want to end the contract because of something we have done or have told you we are going to do

2.3. If you are ending a contract for a reason set out below the contract will end immediately and we will refund you in full for any items which have not been provided. The reasons are:

- 2.3.1. we have told you about an upcoming change to the item or these terms which you do not agree to;
- 2.3.2. we have told you about an error in the price or description of the item you have ordered and you do not wish to proceed; or
- 2.3.3. we have notified you that there is a risk that the supply of the item may be significantly delayed because of events outside our control.

If you have changed your mind about the item

2.4. If you have changed your mind about an item, you have the right, subject to clause 2.8, to end the contract even where we are not at fault. Please contact us within 14 days of you receiving the item to tell us that you would like to return the item to us.

If you do not re-arrange delivery or collection.

2.5. If you requested a collection in our Grand Seiko Knightsbridge boutique you must collect your order within 14 days. 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 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. We may extend the 14 day collection period at our sole discretion.

When you do not have the right to change your mind

2.6. You do not have a right to change your mind in respect of:

- 2.6.1. personalised items, custom designs or items made or ordered specifically to your requirements (for example, a personalised name engraving); or
- 2.6.2. services (such as repair services), once these have been completed, even if the cancellation period is still running.

3. HOW TO END THE CONTRACT WITH US (INCLUDING IF YOU HAVE CHANGED YOUR MIND)

Ending the contract with us

3.1. To exercise your right to cancel the contract with us, you must inform us of your decision to cancel this contract by a clear statement, for example:

3.1.1. by phone:

- Call our Customer Service team on 01628 410 230 (standard rate number).
Our business hours are Monday – Friday 9:00-17:30
- Call our Grand Seiko Boutique team on 020 3105 6212 (standard rate number).
Our business hours are Monday – Saturday 11:00-18:00 and Sunday 12:00-18:00

3.1.2. by email or online form: Fill out this pre-filled email form. Please provide your name, home address, details of the order and, where available, your phone number and email address.

3.1.3. by completing and printing the information in the table below and posting it to us at the address on the form. Or simply write to us at that address, including details of what you bought, when you ordered or received it and your name and address.

Complete and return this form only if you wish to withdraw from the contract

To Seiko U.K. Limited,
Address: SC House, Vanwall Road, Maidenhead, Berkshire SL6 4UW
Tel: 01628 770 988
Email: BoutiqueOnline@grand-seiko.co.uk

I/We[*] hereby give notice that I/we[*]cancel, my/our[*] contract of sale of the following goods[*]/for the supply of the following service[*].

Ordered on [*]/received on[*].

Name of consumer[s].

Address of consumer[s].

Signature of consumer[s] (only if this form is notified on paper).

Date: [·] 20[·]

[*] Delete as appropriate.

3.2. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Returning items after ending the contract

3.3. If you end the contract for any reason after items have been dispatched to you or you have received them, you must return them to us addressed to: SC House, Vanwall Road, Maidenhead, Berkshire SL6 4UW. Alternatively, you can visit the Boutique in person, we will process the refund or offer you an exchange in-store.

3.4. Items may only be returned so long as valid proof of purchase (receipt or invoice) and returns form for any orders placed online are provided, and the items must be in a resalable condition (see further at clause 3.9 below).

3.5. If you are exercising your right to change your mind you must send off the goods within 14 days of telling us you wish to end the contract.

When we will pay for the cost of the return after you exercise your right to end the contract.

3.6. We will pay the costs of return:

3.6.1. if the items are faulty or misdescribed; or

3.6.2. if you are ending the contract because we have told you of an upcoming change to the item or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong.

3.7. In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return.

How we will refund you

3.8. We will refund you the price you paid for the items including delivery costs (if applicable), by the method you used for payment. However, we may make deductions from the price, as described below.

Deductions from refunds if you are exercising your right to change your mind.

3.9. If you are exercising your right to change your mind:

3.9.1. We may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the items if this has been caused by your handling them in a way which would not be permitted in our stores, including the removal of any protective coverings, screens or films from the items. If we refund you the price paid before we are able to inspect the items and later discover you have handled them in an unacceptable way, you must repay to us an appropriate amount to account for the devalue of the item.

3.9.2. The maximum refund for delivery costs will be the costs of standard delivery, where delivery of the items was paid for by you.

When your refund will be made.

3.10. We will make any refunds due to you within 14 days from the day on which we receive the item back from you or, if earlier, the day on which you provide us with evidence that you have sent the item back to us.

4. CANCELLATIONS

4.1. If you would like to cancel your purchase after placing an order, please contact us as soon as possible with your "Order Number". You may only cancel your order if it has not yet been shipped. Cancellations requests after the items have been shipped will be treated as returns.

5. EXCHANGES

If you change your mind about the item.

5.1. You have until 14 days after the day you receive the item to notify us that you would like to exchange it.

5.2. Please contact us as soon as possible with your “Order Number”. To complete the exchange, you will need to return the item back to us in pristine condition. Upon receipt, we will ship out the new item you would like to exchange it for.

5.3. If the value of the new item is higher than your original purchase, we will ask you to make a payment to cover the difference in value. If the value of the new item is lower than your original purchase, we will issue you a refund to cover the difference in value.

6. IF THERE IS A PROBLEM WITH THE ITEM

How to tell us about problems

6.1. If you have any questions or complaints about the item, please contact us (our details are provided above).

Summary of your legal rights

6.2. We are under a legal duty to supply items that are in conformity with this contract. Nothing in these terms will affect your legal rights.

6.3. Items we supply must be as described, fit for purpose, and of satisfactory quality. During the expected lifespan of your item your legal rights entitle you to the following:

6.3.1. up to 30 days: if your goods are faulty, then you can get an immediate refund;

6.3.2. up to six months: if your goods cannot be repaired or replaced, then you are entitled to a full refund, in most cases; and

6.3.3. up to six years: if your goods do not last a reasonable length of time, you may be entitled to some money back.

6.4. If your item is serviceable (for example, where we carry out repairs under our Watch Repairs policy.

6.4.1. you can ask us to repeat or fix the service if it is not carried out with reasonable care and skill, or receive some money back if we are unable to fix it;

6.4.2. if you have not agreed on a price beforehand, what you are asked to pay must be reasonable; and

6.4.3. if you have not agreed a time beforehand, the service must be carried out within a reasonable time.

Your obligation to return rejected items

6.5. If you wish to exercise your legal rights mentioned in clauses 6.2-6.4 to reject items, you must either return them in person to where you bought them or post them back to us or (see further details above). We will pay reasonable costs of postage or collection, provided prior approval of the costs is obtained from us in advance and proof of purchase of postage/collection is provided.

Warranties

6.6. Certain items may offer a warranty depending on the type of item and manufacturer. Separate terms and conditions will apply in respect of this and will be communicated to you in writing.

Alternative dispute resolution

6.7. 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.

6.8. 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