

RETURN & EXCHANGE POLICY

General Return/Exchange Guidelines for Gerald Charles Watches

- Please contact us at contact@geraldcharles.com prior to sending any returns/exchanges back to us.
- All returns/exchanges must include any accessories, documentation, etc., that was originally shipped with the product.
- Returns/exchanges may take up to 2 weeks to process, not including shipping times.
- Returns are free and cover the full shipping charges only if you use the prepaid DHL voucher that you can find in the original box we shipped.

Returns

15 Day Return Policy – Unused Products Only

Returns are only accepted within 15 days of the date of purchase. To be eligible for a return, your item must be unused and in the same condition that you received it.

It must also be in the original packaging.

To return your product, please contact us at contact@geraldcharles.com. To process your return, we require a receipt or proof of purchase. We will cover the shipping costs only if you use the DHL voucher that comes in the original watch box. If the product is received by us in unused and undamaged condition and in its original packaging, we will refund your full purchase amount.

Exchanges (Defective/Damaged Products Only)

30 Day Exchange Policy – Defective Products Only

If you believe you have a defective product, please contact us at

contact@geraldcharles.com .

Defective products may only be exchanged within 30 days of purchase. In order to process your exchange, we will need your order number, watch reference, description of your setup (including photos if available), and any other information about your use of the product that may help us understand the potential defect.

In the event that a product is determined to be defective due to a manufacturer error or defective materials, we will repair or exchange the product as needed and free of charge. If Gerald Charles determines that repair or replacement of a defective product is not practical, we will provide a refund.

Depending on where you live, the time it may take for your repaired/replacement product to reach you may vary.

Damaged in Shipment

Be sure to inspect your product once you receive it. Any damage from shipping must be reported to Gerald Charles within 5 days of receipt of the product.

If you receive your product and it has been damaged during shipment, please email us at contact@geraldcharles.com right away. Include a description of the damages,

and include pictures if possible. This information is extremely helpful to us in making sure that our products are packaged and shipped properly. We will arrange for the damaged products to be replaced.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or Missing Refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at contact@geraldcharles.com.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at contact@geraldcharles.com.

If you changed your mind and wish to exchange your product with another watch available in our collection, please contact us at contact@geraldcharles.com before returning the original watch.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you. The gift certificate may be used toward purchases from Gerald Charles.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

To return your product, please use the prepaid DHL shipping label that you find the in the original watch box we shipped to you.
distributors.