

# RETURN FORM

Hi there! Changed your mind about the purchase? No problem! Return your product(s) using this form. Ready to return? Follow the simple steps below:

Customer name: \_\_\_\_\_

Order number: \_\_\_\_\_



Item code	Please tick one option		Quantity	Reason (Code)
	Refund	Exchange (Only if faulty) <small>*For the same item</small>		

\*Please fill in the reason column with one of the codes below

- A – Don't like it
- B – Too big
- C – Too small
- D – Different from picture
- E – Wrong product
- F – Faulty

## REMINDER

We believe that you will be delighted with your product but there may be occasions where you feel it necessary to return an item. You've got 30 days to send it back to us from the day you receive it.

Please note we are unable to offer an exchange for an alternative item - if you wish to have a replacement, please return your order for a full refund and re-order at your convenience.

In cases where you are returning a faulty watch to us and we will offer you an exchange for a new item that is the same model as the original.

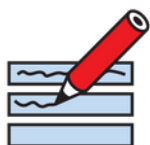
*Refunds can take up to 14 days to process from the date we receive the return. Please be advised once your return has been processed, it may take up to 5 working days for the funds to reach your account statement.*

**Attention:** For personalised products or warranty replacements, please get in touch with us via email at [connect@swatch.co.uk](mailto:connect@swatch.co.uk)

Swatch & Flik Flak Returns  
The Swatch Group (UK) Limited  
12th Floor  
77 Marsh Wall  
London  
E14 9SH

## HOW TO MAKE A RETURN

①



### FILL IN THE RETURN FORM

Product name or code, whether you require a refund or exchange, reason and quantity

②



### REPACK YOUR ITEMS

Stick the label on the box, enclose the return form and seal the box.

③



### SEND THE BOX

You're ready to post it off! Once taken to the Post Office, make sure to keep the receipt as proof of postage.

④



### RECEIVE YOUR REFUND

Keep an eye on your return tracking. You'll get an email once we receive your returned items and refund is complete.