

# RETURN FORM

Hi there! Changed your mind about the watch? No problem! Return your product(s) using this form.

Ready to return? Follow the simple steps below:



Customer Name: \_\_\_\_\_

Order Number: \_\_\_\_\_

Product name or code	Refund / exchange?	Exchange item code?	*Reason code	Quantity

\*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

You've got 30 days to send something back to us from the day you receive it.

If you require an exchange please write the name and code of the watch you would like as a replacement in the exchange column.

Please note the following if you require an exchange:

- We can only exchange for an item of the same value or below.
- If the item you require as an exchange is of a value less than your current purchase we will refund you the difference.
- If the item you request is of higher value, you will need to send your current purchase back for a refund and purchase the new one through our website.

Attention: For personalised products or warranty replacements, please get in touch with us first by phone or email at: 03458991983 or [Connect@Swatch.ie](mailto:Connect@Swatch.ie)

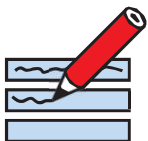
For more information, visit: <https://www.swatch.com/en-ie/swatch-returns.html>

### Return address for Swatch and Flik Flak E-Com Refunds and Exchanges

Hour Passion  
Unit 46a,  
Greyabbey,  
Nurney Road,  
Co. Kildare,  
Ireland

## 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

Address the box to Hour Passion, 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



### GET REFUND

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