RETURN REQUEST FORM

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Are you eligible for a return?
If for whatever reason you are not happy with your purchase, please send us notice within seven (7) days of the date that you received your order. Contact us at connect@swatch.co.th or telephone us on 02-146-8490,02-146-8468

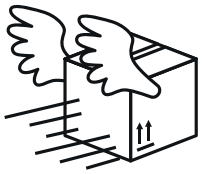
How to return your product(s)?

At a Swatch Retail Shop, simply return the product(s) and the invoice at one of our Swatch Retail Stores except Shop-in-Shop

*Web exclusive products can't be returned in-store and must be sent to the indicated return address.

Via the online channel

1. Fill in the form & make sure you enclose in the parcel.
   - The completed return request form
   - The invoice that was sent along with your product(s)
   - Certified true copy of ID card and bank book (For the order paid by Cash on Delivery and QR payment)
   - All the accessories and manuals in its original packaging.
2. Send your parcel to the following address:
   ECOMMERCE DEPARTMENT (RETURN)
   999/106 (General Zone) Bangkok Free Trade Zone, Moo. 15, Bangsaotong, Boangsaotong, Samutprakarn 10570 093-576-2407
3. Swatch will inform you about your request and confirm your refund.
4. In case of exchange, you will be informed about the expected delivery.



Information required to facilitate your Return

Name:	Order no.:

For purchases made with Cash on Delivery, please fill in the section below:

Bank name:	
Bank account no.:	

No.	Request type		Returned Product Code (e.g. GB743)	Product Code for exchange (of the same value)	Reason of return/exchange			Comments
	Refund	Exchange			Defective/Faculty	Incorrect product	Unwanted product	
	❑	❑			❑	❑	❑	
	❑	❑			❑	❑	❑	
	❑	❑			❑	❑	❑	

By signing this document, you confirm that the above information is correct and authorize us to use your information to proceed with the refund of your purchase and to contact you in case we have any question in relation thereto.

Date :_____ Signature : _____

LEGAL INFO

Terms and Conditions for Return or Replacement of Product Purchased via www.swatch.com

a. Unwanted Products

- Our policy is to ensure that you are satisfied every time you place an Order with Swatch Thailand. If you are unhappy with an item when you receive it or if you simply change your mind, by law consumers in Thailand are entitled to cancel a contract for the purchase of an item within seven (7) days from the day after the day the item has been received. Please return the product to us within 14 days from the day you cancel the contract, having taken reasonable care of it and in an unused state with all components. We will refund you the price you paid for that product and the applicable delivery charge but not any postage or collection cost incurred returning the item to us. Where you chose a more expensive delivery option, we have the option to only reimburse you up to the amount you would have paid if you had chosen the least expensive common and generally accepted form of delivery offered by us.
- You must take reasonable care of the products until returned. For example, if a watch arrives back to our logistics centre with the bracelet or strap damaged in any way (not due to our fault or negligence) or not in its original condition, then we reserve the right to deduct the costs for a new bracelet or strap from your refund of the price of the watch. If possible, please include your despatch note and all packaging intact.
- We will make the refund directly to the credit/debit card used to place the original order within 15 days of the day we receive the notice of cancellation of the contract.
- You will only have to pay for the return postage of the Products.
- Certain products and services are excluded from this returns policy.

b. Faulty Products

- We try to select and package the items as well as possible to ensure they arrive in good condition. However, if an item arrives damaged or with defects, or is not what you ordered, we will replace it free of charge or provide a full refund as appropriate in accordance with your legal rights, if you notify us that you are rejecting the product within 30 days of receipt. You must then return the product to us (unless we agree otherwise).
- In these circumstances we will also pay you the reasonable cost of the return postage. Please obtain a proof of posting certificate from your Post Office to facilitate our processing the refund for your return postage costs.
- We will make the refund directly to the credit/debit card used to place the original order once we have confirmed to you that you are entitled to a refund for the damaged or defective product.
- For help with faulty items later than 30 days after your delivery please contact us to discuss your options. This does not affect your legal rights.

Order no. & Product code: How can I identify them?

At the Order Recap email that you received, the order no. and the product code are displayed.	ORDER NUMBER N° 340954 GB743 ONCE AGAIN Size : unique Quantity : 1
On the sticker at the back of product case	
Online at www.swatch.com, on the top right of the product page	 ONCE AGAIN GB743 THB1,850