

ETERNAL SILVER

LONDON

Delivery

Most orders are usually dispatched the same working day if ordered before 2pm, but please allow up to 3 working days for delivery depending upon stock availability. All orders are delivered free of charge using Royal Mail and will require a signature upon delivery. All orders are fully insured by Royal Mail or ourselves (Please note once signed for delivery at your delivery address responsibility of ownership is then yours).

If you do not receive your order within 5 working days do not hesitate to contact us on 01428 664718. Returns and Refunds Policy.

10 Day Returns Guarantee

If you are not entirely satisfied for any reason whatsoever with your decision to purchase a watch you may request a full refund within 10 days of receipt of your purchase. We will gladly refund your transaction in full to the original credit card used at the time of purchase. The only condition of this policy is that the item is undamaged or has not been worn, we will check the item for micro scratches on return to confirm this.

This returns policy does not affect your statutory rights.

Returning a Damaged, Defective or Incorrect Item

If you receive a watch that has been damaged in transit or is not what you ordered then you can return it to us for exchange or a full refund within 10 days of receiving it. Under these circumstances we will also refund you the cost incurred returning the item to us. If you are returning an item to us because it is incorrect, we will only refund your postage costs if the item is wrong through an error on our part and not if the watch was wrongly ordered by yourself. We ask that you notify us of your intentions to return an item by email or phone (01428 664718).

Please send returns to the following address:

Eternal Silver London
Meadway
Haslemere
Surrey GU27 1NN

When you make a return, to speed the process up, it is helpful a note accompanies your watch as to the reason for return.

You have the right to return a faulty item within a reasonable period of time. Please keep all the manufacturer guarantee information that accompanies your watch as this will be needed should there be a fault. Please contact us on 01428 664718.

This does not affect your statutory rights.

Order cancellation

If you wish to cancel your order before it is dispatched, please contact us on 01428 664718.

Our Refunds Policy

When we receive an item returned to us for refund and are satisfied with its condition and the reason for return, we will process a refund for the full amount that was paid for the item in the same form of payment, and account, originally used for the purchase. If we have agreed to refund the postal cost incurred returning a watch to us, this will be done in the form of a cheque. If you have not received your refund within 7 working days, please contact us on 01428 664718 for assistance.

This refunds policy does not affect your statutory rights.

Eternal Silver London, customer service.