

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 are free, excluding the shipping charges, only if organized by Gerald Charles SA upon your written request.

RETURNS

15 Day Return Policy – Unused Products Only

Return requests are only accepted if notified within 15 days from the date you received our products. To be eligible for a return, your watch 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. Only the return shipping costs, VAT and Duties of your country, and a 5% credit card transaction fee will not be eligible for refund. If the product is received by us in unused and undamaged condition and in its original packaging, we will refund your full purchase amount within 10 working days after receiving the return. Any damage or alteration to the products that are not returned in their original condition will be quantified by Gerald Charles SA and only the repair costs imputable to you will be deducted from the amount of your refund.

EXCHANGES

(Defective/Damaged Products Only) 60 Day Exchange Policy – Defective Products Only

If you believe you have a defective product, please immediately contact us at contact@geraldcharles.com. Defective products may only be exchanged according to Gerald Charles' International Sales Warranty Terms & Conditions. In order to process your exchange, we will need your order confirmation, watch reference, description of your setup (including photos and videos 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. Be sure to inspect your product once you receive it.

Any damage from shipping must be reported by you to Gerald Charles SA within 5 days of receipt of the product. If you receive your product and you believe it has been damaged during shipment, please email us at contact@geraldcharles.com right away. Include a description of the damages and include pictures and videos if possible. This information is extremely helpful to us in making sure that our products are packaged and shipped properly. Once we determine that the damages occurred during shipping and were not caused by other circumstances, we will arrange for the damaged products to be repaired or replaced for you free of any charge.

EXCHANGES

General:

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, we will evaluate your request according to product's availability. Please contact us at contact@geraldcharles.com before returning the original watch.

REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have successfully processed your returned item. We will also notify you of the approval or rejection of your refund and the exact amount that you are eligible to receive at net of any damage or alteration detected on the product and implicable to your use. If approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 10 working days.

What will be refunded:

If your return fully complies with the conditions outlined in the present policy, Gerald Charles SA will refund you of:

- The watch value (excl. VAT and Duties) as outlined in the sale invoice.

Gerald Charles SA will not refund you of:

- The VAT and Duties of your country. It is your responsibility to claim this refund to your local authorities according to the current regulations in your country.

Gerald Charles SA is not responsible to refund you any VAT or Duties on your watches.

- A 5% transaction fees will be deducted from the refundable amount for order and/or deposit payments made with credit cards (VISA, MASTERCARD, American Express). Gerald Charles is not responsible for refunding the 5% transaction fee for order and/or payments processed via credit cards (VISA, MASTERCARD, American Express).

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.

GIFT

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.

IN-STORE PURCHASE

Our watches are entirely manufactured by us in Switzerland with the highest quality standards. It is possible to buy Gerald Charles watches from our website www.geraldcharles.com or at any of our authorized official retailers <https://www.geraldcharles.com/store-locator/>. If you have bought a Gerald Charles watch at one of our official retailers and you believe you have a defective product, please immediately contact the boutique where you bought the watch. Our authorized retailers are highly professional and operate at the highest quality standards, they are fully responsible for the products they sell. Depending on the service needed, the watch will then be sent to the right repair or authorized service facility. With the necessary skills, technical know-how and special equipment, they guarantee the authenticity of each part of your Gerald Charles and help you make the choice that will last a lifetime. Gerald Charles has a worldwide network of service centres dedicated to maintaining the watches it produces. The watchmakers in our cutting-edge workshops are trained according to strict excellence criteria and assessed regularly by Gerald Charles.

SHIPPING

Gerald Charles covers all shipping costs for any new products purchased. To return your watch, please use the prepaid voucher that you may have received in the original box we shipped to you, or contact Gerald Charles SA at contact@geraldcharles.com to request a free of charge pick-up for your return.

WARRANTY

Our International Sales Warranty Terms&Conditions apply for every Gerald Charles watch purchased officially from us, worldwide.