PRODUCT RETURNS

To ensure that your return can be processed in a timely and efficient manner, please ensure that all fields below are completed in full.

If you would like an exchange, then please complete the "Refund or exchange" column, with the desired product(s).

All returns are processed according to our returns policy and your statutory rights.
For full terms and conditions regarding returns, please refer to the Returns policy on the appropriate website.

Returns Address
Shade Station
PO Box 622
Bury
BL8 9NY

ORDER DETAILS

Order number

Full name

Date received

Auth code
(If applicable)

ITEMS FOR RETURN

Product code	Quantity	List price	Reason for return	Refund or exchange

Please note:
It is your responsibility to ensure that the goods are returned to us in good condition. You should:
1) Package the articles carefully
2) Use Royal Mail Special Delivery to return the item, insured for the appropriate cost
3) Retain the tracking number for your records

Refund and exchange policy

- 1.1
  In addition to your statutory rights, we offer you 14 days to change your mind on any purchase provided the following conditions are met:
  - The item(s) are returned in the perfect condition in which it was received. Before despatch, all of our items are checked by two members of staff and every item is confirmed to be in perfect condition.
  - The box, guarantee booklet and all instructions (if applicable) are returned with the item.
  - A statement of your name and/or order number. This usually means that you return the original invoice. If unavailable, you may include a note to include your name and order number as well as a statement requesting a refund or the item you would like in exchange.

  Upon receipt of the goods, the item is inspected by two different members of staff. If these conditions are met then you are eligible for a refund or exchange.
- 1.2
  All of our items are checked with a stringent quality control process. As well as the manufacturer's own quality control checking, we also perform checks on the exterior condition and if the item is a watch, the interior workings. This is done first by the picker and then by a different packer – the initials of whom are written on your invoice. If you feel an item has not been received in perfect condition then you should first email us to explain what you feel we have missed in our quality control process. We will then discuss this fault with those who performed the quality control checks on the item and we will reply to your email
  with our own conclusion and provide instructions if you feel you need to dispute this.
- 1.3
  You are not eligible for a refund or exchange under any circumstances if the item has been worn, marked or shows any signs of usage. You may try the item on for size, however if the item is marked in any way then you have accepted the item and are no longer eligible for a refund or exchange under the terms of the cooling off period in the Distance Selling Act. You may also not remove or have links removed from a watch – this also signifies acceptance – unless the links were removed by us. You are still, however, eligible for repairs to the workings of the watch under guarantee from the manufacturer.
- 1.4
  After the item has been accepted, if it develops a manufacturing fault then if the item is within the manufacturer's guarantee period it is eligible to be repaired by them. The quickest and most efficient method to return your item under guarantee is to send it directly to the manufacturer along with the guarantee. The details for the manufacturers' return addresses are on their respective websites. Jewellery is guaranteed against manufacturing faults for a period of one year and the guarantee is provided by us, Shade Ltd. Jewellery should be returned to us for guarantee work.
- 1.5
  The guarantee does not cover accidental damage, wear and tear or misuse. The item is only guaranteed if the fault is deemed to be a manufacturing fault. In terms of watches, this generally means the internal movement of the watch is guaranteed while wear to the exterior of the watch is not. In terms of jewellery, this means the item is only guaranteed if the breakage is a result of poor manufacturing.
- 1.6
  If in the unlikely event that we have sent you the wrong item, you are eligible for a refund on your return postage costs. Please contact us in advance to inform us of this. After we have received the faulty item from you, we will despatch the correct one immediately.
- 1.7
  Once the item has been received, ownership of the goods is transferred to you and from this point the item is your responsibility. It is therefore your responsibility, in the event of a need to return it to us, to ensure the item is returned to us in a safe manner and is packaged correctly to avoid damage. For this we recommend Royal Mail Special Delivery – this is an insured service.
- 2. The process of refunds and exchanges
- 2.1
  If the item is returned for an exchange and the item requested is different in price then we will either refund the difference, or provide you with a method to make the additional payment for a more expensive watch.
- 2.2
  Refunds are usually processed within 14 days of receipt, however please allow up to 30 days for the money to appear on your statement.
- 2.3
  Refunds are processed according to the original method of payment. When this is not viable, refunds are given to you in the form of a cheque.