

# RETURN FORM - FOR ONLINE ORDERS ONLY



Thank you for your purchase at the Rado UK online store. We want you to be 100% happy with your purchase but if you are not, you have a right to withdraw from the contract. Please read the following Terms & Conditions carefully:

## Return Terms & Conditions

You have a right of withdrawal within 14 days of receipt of your order. You will be refunded only if the products received at Rado have not been worn, used, damaged and if they are in their original condition (intact packaging, extra links, uncut rubber strap, gift, manual and warranty).



1. Fill out the form



2. Use the address label on the form and stick it on the package (write down your address on the dashed line)



3. Put the return form and watch(es) – in original condition – into the package



4. Close the package using the glued strip



5. Hand over your package for delivery



6. We will process your return

Your Order No. <small>(see delivery note)</small>	Qty.	Article number	Reason for Return	Reason for Return - Code
				1. Overall fit issue
				2. Damaged / Defective
				3. Colour faded / Discoloured
				4. Not as pictured
				5. Order delayed
				6. Duplicate style / shipment
				7. General return / Gift

For your own protection we advise that you use a secure delivery method which requires a signature upon delivery, such as Royal Mail “recorded” or “special delivery”. We do not accept responsibility for products lost or damaged in the post. Rado is a trading division of The Swatch Group (UK) Limited, a company registered in England and Wales with company number 00177501 and registered office address at Building 1000, The Royals Business Park, London E16 2QU.

If you have any questions, please call us on 0345 899 1962 or e-mail us at [store.uk@rado.com](mailto:store.uk@rado.com).

⇒ Please don't forget to write down your address on the dashed line of the label.

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