

TERMS AND CONDITIONS

Please review the following terms and conditions carefully.

RETURNS POLICY

To ensure your peace of mind, we provide a 14-day return window for all online purchases. If you're unsatisfied with your watch, you can return it to either The Penthouse by Trotters or Trotters North London. Please make sure the product is returned in its original packaging, including all contents and accessories.

The product must be adequately packed for the return, and we strongly recommend using secure, tracked delivery with appropriate insurance coverage.

All returns must be in the same condition as when received. Refunds will be processed within 5-7 working days and credited back to the original payment method.

As we can enter into a legally binding agreement with you without further communication, it is important to read these terms carefully to ensure they align with your expectations.

Application

1. These terms apply to your purchase of goods from us (referred to as "the Customer" or "you"). We are **Luxury Watches Direct Limited**, trading as **The Watch Prince**, a company registered in England and Wales (registration number 13480737), with a registered office at 74 High Street, Stevenage, Hertfordshire, SG1 3AQ. For inquiries, email lewis@thewatchprince.co.uk.
2. By placing an order, you agree to these terms. You must accept these conditions before completing your order by clicking the "I Accept" button. If you do not agree, you cannot proceed. Only customers over the age of 18 and legally eligible to form contracts can make purchases.

Definitions

1. **Consumer:** An individual purchasing goods for non-commercial purposes.
 2. **Contract:** The legally binding agreement between us and you for the purchase of goods.
 3. **Delivery Location:** The address specified in your order where goods will be delivered.
 4. **Durable Medium:** A means to store information (e.g., paper, email) in a form that remains unchanged for future reference.
 5. **Goods:** Products listed on our website that are sold to you as per your order details.
 6. **Order:** Your request to purchase goods, submitted via the website.
 7. **Privacy Policy:** Details on how we handle your personal data.
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Goods

1. Product descriptions provided on our website, in brochures, or advertisements are illustrative and may have minor variations in size or color.
 2. For custom goods, you are responsible for ensuring that the specifications provided are accurate.
 3. All products are subject to availability.
 4. We reserve the right to make changes to goods to comply with safety or legal requirements and will notify you of such changes.
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Personal Information

1. Your personal data is handled per our **Privacy Policy**.
 2. We may contact you via email, other electronic communication methods, or pre-paid post, and by placing an order, you consent to this.
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Basis of Sale

1. Descriptions of goods on our website do not constitute a binding offer. Orders can be rejected for any reason, and we will inform you if this happens.
 2. Our order process allows you to review and correct errors before submission. You are responsible for ensuring accuracy.
 3. A contract is formed only when we send you an **Order Confirmation** by email. Please review the confirmation and notify us immediately of any errors.
 4. Quotes are valid for 5 days unless withdrawn earlier.
 5. Changes to the contract can only be made with mutual written agreement.
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Price and Payment

1. Prices, including VAT, are listed on the website at the time of the order unless agreed otherwise in writing.
 2. Payment must be made at the time of ordering using the accepted payment methods.
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Delivery

1. We aim to deliver goods to your specified address within the agreed timeframe or, if no timeframe is specified, within 30 days.
2. If delivery is delayed and this is critical to the contract, you may cancel and receive a full refund.
3. Deliveries may be made in installments if stock shortages or other reasonable circumstances arise, without additional cost to you.

4. Responsibility for goods transfers to you upon delivery.
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Returns, Cancellations, and Refunds

1. Orders can be withdrawn before a contract is formed without penalty.
 2. You have 14 days to cancel a contract under distance selling regulations unless the product is customized or perishable.
 3. To cancel, notify us via email or post. A model cancellation form is available on our website for your convenience.
 4. Refunds for cancellations will include the cost of delivery (except upgrades). Refunds are processed within 14 days after we receive the returned goods or proof of return.
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Product Guarantee and Conformity

1. We guarantee goods will meet the contract's standards, including being of satisfactory quality and suitable for the intended purpose.
 2. Manufacturer guarantees apply where provided.
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Liability and Exclusions

1. We accept no liability for losses that were unforeseeable at the time of contract formation. This includes business-related losses if the goods are purchased for personal use.
 2. Our liability for death, personal injury, or fraud is not excluded.
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Governing Law

1. These terms are governed by the laws of England and Wales. Complaints should be raised within 1-2 days of delivery to ensure timely resolution.