

We want you to be completely satisfied with your purchase. That is why we offer a 14 day, money back guarantee.

### Return Policy

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▶ If you are not completely satisfied with your watch, call or email us within 14 days of receipt to obtain a return merchandise authorization (RMA) number. Customers must contact us to obtain the RMA number. The RMA must be clearly marked on the outside of the package. Packages sent without an RMA number will be rejected.

▶ The watch must be returned in original packaging including all manuals, warranty cards and any other original packaging. You are responsible for the safe shipment of the watch back to Island Watch. We will not be responsible for any damage encountered in transit.

▶ You are required to pay for all shipping costs. Collect shipping will be refused. For your own protection, you may wish to insure the watch you are returning. If you choose not to insure the package, all liability for loss or damage in transit is yours.

▶ A one time restocking fee of 10% of the purchase price will be charged for each item returned to us to cover expenses. This fee is not charged on exchanges.

▶ A watch can only be returned if it has never been worn. The same applies to bands and clasps. It is impossible to wear a watch/band/clasp (even for short) periods and not get it scratched or blemished. If the watch shows the slightest sign of being worn, we will not accept it, as we do not sell used or refurbished merchandise.

▶ If the watch you are returning has been resized or modified in anyway, such as removing bracelet links, we will not issue a refund.

▶ Special orders are not returnable under any circumstances. Clearance items may only be exchanged. No refunds.

### Exchange Policy

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The exchange policy is the same as the return policy except for the following:

▶ Call or email us to find out the availability of an optional model.

▶ Enclose invoice with defect information or optional model number desired.

▶ All exchanges are charged our regular shipping fees (except for exchanges due to defective merchandise) to return the item to you.

▶ If the watch is found to be defective, the watch will be either repaired or replaced with the same model and the original band will be put on the new watch.

▶ Credits/refunds are not given for defective watches. They can only be exchanged for the same models. The same policy applies to watch bands. Defective watch bands can only be exchanged for the same bands. Should the defective watch or band be discontinued and no longer available, customer can choose another item of the equal value as a

replacement. In the case of defective merchandise, customer is responsible for the return shipping charges and we will pay for the shipping when we send out the replacement.

▶ After a package is received, please allow up to five business days for it to be inspected. After that, either refund or exchange will be given accordingly. Thank you for your cooperation.

When returning an item for ANY reason, please use the below address. Note that you should NOT use the word "Watch" anywhere on the package, including the address, as this increases the chance of the package being stolen in transit.

**Island W.**  
**ATTN: Returns**  
**223 Wall Street, Suite 298**  
**Huntington, NY 11743**

**sales@longislandwatch.com**  
**516-769-2112**