

Service Centre Terms and Conditions

- a. We are unable to offer warranty on perishable items, e.g. straps.
- b. We are unable to offer a warranty repair or service for watches which have been damaged through misuse or misadventure. This includes but is not limited to: submersion in water beyond manufacturer recommendation, dropping, modification, substitution of parts with after-market items (e.g. replacement bezels, gem-setting, etc).
- c. Accidental damage voids any pre-existing Ben Watches warranty either from purchase or offered as a result of servicing and/ or repair.
- d. We are unable to offer a warranty on watches which have been booked in for polish only as this is cosmetic work and does not affect the timekeeping of the movement and mechanical parts.
- e. Declined estimates incur an inspection and labour charge of £50.00.
- f. All prices are subject to parts required. Parts are not included in basic servicing prices.
- g. All sapphire glass/ plexiglass / mineral glass replacements are subject to cost.
- h. All prices include VAT.

If you have any queries or concerns regarding our Service Centre Terms and Conditions, please do not hesitate to contact us: sales@ben-watches.com