Warranty Terms and Conditions

Where stated, Ben Watches provides a limited 12-month warranty on the movement of our watches. Any watches qualifying for the Ben Watches warranty will have this information displayed within the product specifications of the watch description. We do not guarantee the timekeeping accuracy of any watch movement, unless stated otherwise.

Where the item remains covered by a manufacturer's warranty, such warranty constitutes a separate contractual arrangement between the Buyer and the manufacturer, and any claim under it shall be made directly to the manufacturer in accordance with its terms. The Seller does not provide, and is not liable for, the manufacturer's warranty or its performance.

Where a return is accepted by Ben Watches, Ben Watches may, at its sole discretion, offer a like-for-like exchange in place of a refund. Where a refund is issued, it shall be for the purchase price less any reasonable costs incurred by Ben Watches as outlined in the Delivery & Returns Terms and Conditions on the Ben Watches website in connection with the sale and return (including, where applicable, shipping, insurance, payment processing and associated fees).

The watch is sold in the condition it is in at the time of sale. The images of the listing also form part of the condition for the item provided by Ben Watches. Please note that we do not guarantee the authenticity of any individual component parts, such as wheels, hands, crowns, crystals, screws, bracelets and wrist bands, since subsequent repairs and restoration work may have resulted in the replacement of original parts.

Where stated, the Ben Watches warranty covers the watch movement only.
It does **not cover**:

a. Any other part of the watch, including, but not limited to straps/ bracelets/ bands, clasps/ buckles, bezels, screws, crowns/ stems, finishes, glass, batteries or water resistance.
b. Any lost/ missing stones or gems on the outer portion of the watch or watch face.
c. Wear and tear or any other physical or external damage to the watch is also not covered by the Ben Watches warranty.
d. Damage which occurs due to having the watch serviced by a third party, nulls and voids the warranty from Ben Watches.
e. Modifications and repair attempts by a third party to the watch, nulls and voids the warranty from Ben Watches.
f. Defects caused by outside force, improper use, or any such incidental damages which occur by dropping or banging the watch.
g. Any damage if used under conditions which exceed the watch manufacturer's water resistance guidelines.
h. Any water/ moisture damage to the watch, nulls and voids the warranty from Ben Watches.

Ben Watches

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

Ben Watches