Delivery & Returns Terms and Conditions

I. Delivery
We aim to ship orders within 1 working day of cleared payment. However, due to high order volumes, this may take up to 3-5 working days. We will contact you if there is any delay to your order. Our website prices exclude domestic and international delivery. We reserve the right to refuse delivery to certain countries if we assess that there are risks to safe and secure delivery. The buyer is liable for any and all import tax and duties that are levied by the country of delivery.

II. Returns
Ben Watches offer a 14-day return policy in accordance with distance selling regulations for a full refund of the purchase price, less any shipping costs, VAT fees, customs fees and similar, provided that the item is returned in the exact same condition it was supplied in. Items must be returned in their original packaging, unworn and with original product labels, tags and/ or seals if applicable. If labels, tags and/ or seals are removed from the product, then a refund will not be available, store credit may be provided as an alternative at the discretion of Ben Watches.

The following item(s) are non-returnable: any item listed in “unworn” condition. Any item(s) that has been altered or is not in substantially the same condition as it was at the time of purchase. This includes blemishes, mechanical tampering, scratches, dings, marks, or any indication that the watch has been worn, used or resized in any manner.

Import duties, taxes and any other related costs (collectively, 'the fees') are the sole responsibility of the buyer and must be paid prior to or at time of delivery. Shipments are sent under DAP (Delivered At Place) shipping terms. If the buyer/ recipient (collectively, 'the importer’) refuses to pay the fees, then the shipment cannot be delivered. In such cases, any additional costs incurred, including, but not limited to storage charges, shipment return charges, re-import charges and any other related charges (collectively, 'the charges’), will be payable by the buyer and/ or deducted from the buyer’s refunded amount. By placing an order, the buyer is in agreement with our Terms and Conditions and Terms of Service outlined on our website.

Returns will take approximately 3-5 working days to process from the date of shipment return. Liability of loss or damage during shipment return will be the sole responsibility of the sender and item(s) returned should be fully insured with a tracking number. Ben Watches will not be liable for return shipping costs or any and all import tax and duties that are levied when the shipment is returned to Ben Watches. Any fees that Ben Watches incurs in relation to your return shipment will be deducted from the refund amount. All returns must be declared and expressly marked ‘RETURNED GOODS’ on the shipment to avoid unnecessary VAT fees, customs fees and/ or similar. Ben Watches reserves the right to deduct a 1,000 GBP re-stocking fee on any return.

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All returns must be requested in writing via email prior to the item being returned. In order to start the returns process, you must contact us via email and request a Return Merchandise Authorization Form (RMA). Once the RMA has been completed, sent back to us via email and approved by Ben Watches, then the item can be returned. Any item without a RMA number will not be refunded. Please also ensure that returns are well packaged to avoid damage during shipment.

BY USING THE BEN WATCHES SERVICE, YOU ACKNOWLEDGE AND AGREE THAT BEN WATCHES MAY REFUSE YOUR RETURN FOR FAILING TO COMPLY WITH THESE DELIVERY & RETURNS TERMS AND CONDITIONS.

III. General

The laws of England and Wales govern these terms and conditions. By accessing this website and/ or any other platform used by Ben Watches to sell our products (and using our services/ buying our products) you consent to these terms and conditions and to the exclusive jurisdiction of the English courts in all disputes arising out of such access. If any of these terms are deemed invalid or unenforceable for any reason (including, but not limited to the exclusions and limitations set out above), then the invalid or unenforceable provision will be severed from these terms and the remaining terms will continue to apply. Failure of the Company to enforce any of the provisions set out in these Terms and Conditions and any Agreement, or failure to exercise any option to terminate, shall not be construed as waiver of such provisions and shall not affect the validity of these Terms and Conditions or of any Agreement or any part thereof, or the right thereafter to enforce each and every provision. These Terms and Conditions shall not be amended, modified, varied or supplemented except in writing and signed by duly authorized representatives of the Company.

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

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