

THANK YOU FOR SHOPPING WITH SHADE STATION



We hope you will be happy with your purchase. However if you are not completely satisfied with your order, simply return the item(s) to us in their original condition (excluding bespoke items) with all the manufacturers packaging within 14 days of delivery.

RETURNS ADDRESS:

Shade LTD
Unit 4 Quest Park
Moss Hall Road
Bury
BL9 7JZ

TEL:

(+44) 0344 848 7878

VAT REGISTRATION NUMBER:

818356512

PRODUCT RETURNS

All returns are processed according to our returns policy and your statutory rights.

If you would like an exchange, then please complete the "Refund or exchange" column, with the desired product(s).

For full terms and conditions regarding returns please see www.shadestation.co.uk/terms.php

ITEMS FOR RETURN

| Product: | Refund or exchange: | Item(s) to exchange for: |
|----------|---------------------|--------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

PLEASE NOTE:

It is your responsibility to ensure that the goods are returned to us in original condition with all the manufacturers packaging, instructions and guarantee booklet.

If returning from OUTSIDE the EU please **DO NOT USE COURIER SERVICES** as there will be excessive clearance fees, we will either refuse delivery or charge the fees back to you. You must write "RETURNING UNSUITABLE GOODS TO SENDER" on the customs form and parcel itself as we will not accept parcels that incur duty charges.

YOU SHOULD:

- 1) Package the articles carefully.
- 2) Use a trackable, insured method to return the item(s).
- 3) Retain the tracking number for your records.

RETURNS POLICY

Under the United Kingdom's Distance Selling Regulations you have the right to cancel your order for any non bespoke item purchased from Shade Station for a full refund. Order cancellations must be made in writing, quoting your order number, within 7 working days of the day after you receive the goods.

Gift wrap costs are non-refundable.

RETURN OR EXCHANGE AN ITEM

If you are not completely satisfied with your purchase, simply return the item or items to us in their original condition within 14 days of receipt (excluding custom made items which are non returnable unless faulty). We will issue a refund on receipt, or exchange the item for a different model/ colour if preferred.

PLEASE NOTE:

Upon receipt of your order, please check the goods are in perfect condition and notify us straight away if there is a problem.

The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

If returning from OUTSIDE the EU please DO NOT USE COURIER SERVICES as there will be excessive clearance fees, we will either refuse delivery or charge the fees back to you. You must write "RETURNING UNSUITABLE GOODS TO SENDER" on the customs form and parcel itself as we will not accept parcels that incur duty charges.

If you receive your item in a faulty condition you must notify us in writing within 7 days of receipt of the product.

Shade Station do not pay returns postage unless an item is the wrong item or faulty.

Please send all returns to Shade Station, PO Box 622, Bury, BL8 9NY.

FAULTY ITEM

If you receive your item in a faulty condition you must notify us in writing within 7 days of receipt of the product or please contact Returns on 0344 848 7878 quoting your name and order number. We will then advise on how to proceed with the return.

I RECEIVED THE WRONG ITEM

If the item you received is not what you originally ordered, please contact Returns on 0344 848 7878 quoting your name and order number. We will then advise on how to proceed with the return. This returns policy does not effect your statutory rights.

WHAT IS COVERED UNDER YOUR MANUFACTURERS WARRANTY

WATCHES:

During the warranty period, the watch movement, hands and dial are the only components covered under the warranty.

SUNGLASSES:

During the warranty period sunglasses are covered for manufacturers defects. Alteration or misuse will void the warranty. Use only mild soap and water to clean your sunglasses, use only the supplied cloth or a non abrasive cloth to wipe.

A covered component will be repaired or the product replaced if it proves to be defective in material or workmanship under normal use as determined by the manufacturer.

WHAT IS NOT COVERED

WATCHES:

Any defects in materials and workmanship of battery, case, strap or bracelet.
Damage resulting from improper handling, lack of care, accidents or normal wear and tear.
Water damage unless marked water resistant (note crown must be screwed into the case to assure water resistance)

SUNGLASSES:

Any scratches on lenses or frames.
Damage resulting from improper handling, lack of care, accidents or normal wear and tear.

If you are in any doubt as to what is covered by the manufacturers warranty please refer to the warranty leaflet enclosed with your product.