



WATCH RETURN / EXCHANGE FORM

(Include this form with your watch when sending it in for Returns or Exchanges. One watch per form, please.)

CUSTOMER RETURN INFORMATION:

Name _____ Date _____

Address _____

City/Town _____ County _____ Post Code _____

Daytime Phone _____ Home Phone _____

E-Mail _____

ORDER # _____

RMA # _____

Please note reason(s) for return:

- Didn't like
- Item too big/small
- Incorrect item shipped
- Incorrect online description
- Defective item
- Damaged Item

Please indicate what action you would like us to take, including a brief statement below:

- Refund
- Repair
- Exchange for different item: _____

Reason: _____

SHIPPING INFORMATION:

We recommend that you ship your watch to us through insured and traceable means. Please pack your watch properly to protect against damage during transit. Please enclose a copy of your proof of purchase. If you have any questions, please contact us at +44 (0) 203-750-0650 or sales@trackpack.co.uk

RETURN CHECKLIST:

- Watch(es) enclosed
- One form per watch enclosed
- Copy of Proof-of-Purchase enclosed
- Shipping label below affixed to your package

The issuance of an RMA does not constitute an agreement on Jorg Gray part to accept the merchandise. A refund / exchange will only be accepted once the merchandise has been received and thoroughly inspected. This RMA number is valid for ten (10) days from [RMA date].

I agree to conditions stated above and I understand the Jorg Gray return policy as stated on www.jorggray.co.uk website

Signature: _____ Date: _____/_____/_____

Returned merchandise will not be accepted without this letter being signed and accompanying the merchandise.

Please cut out this shipping label and attach to your return package.

SHIP TO:
JORG GRAY TIMEPIECES
ATTN: RETURN/EXCHANGE DEPT
Trackpack limited
Unit 11A Carlisle Road, Colindale,
London, United Kingdom, NW9 0HD