

Delivery Time

The delivery time is always an estimate and indicates the average time within which we normally deliver a product. Made-to-order items must first be procured from the manufacturer, which may affect the estimated delivery time. There is always a risk that the manufacturer changes or completely discontinues production of a model after an order is placed. In such cases, we will contact you as soon as possible and are happy to help you find a similar model.

Please note that indicated delivery times are for guidance only and not binding. Delivery delays may occur and do not entitle you to compensation or cancellation unless otherwise agreed in writing.

With over 35,000 models, we do our best to keep the website updated with accurate information on each model. However, we reserve the right for printing errors, pricing errors, sold-out or discontinued items, and technical issues in our system. All information, including prices, stock status, and product descriptions, is indicative and not guaranteed to be fully accurate. A purchase is only considered final once the order confirmation has been sent by email.

Warranty

When you shop at TheWatchAgency.com, you have a 24-month warranty. The warranty protects you as a customer against faults and defects arising from production and manufacturing. Specific warranty cases are assessed by our technicians.

Please note that the warranty does not cover the following:

Damage caused by interference from unauthorized persons

Moisture and water damage to watches with less than 10 ATM / 100 M water resistance

Altered or removed serial numbers

For watches with an international warranty, you can find the specifications from the respective manufacturer. The international warranty means you can get service from authorized dealers worldwide – free of charge and within the warranty period. If there is no authorized dealer nearby, you can send the watch to us for the same service.

For warranty claims, please contact us at support@TheWatchAgency.com within a reasonable time to receive a return label. Please provide a brief description and any relevant documents so we can assist you as best as possible.

100 or 30 Days Return Policy

As a customer at TheWatchAgency.com, you have a 100-day full return policy on new watches and a 30-day return policy on pre-owned watches. The period is calculated from the day you receive the product, provided the watch has not been used and no modifications have been made to it.

You are welcome to try the product, but in order to return your purchase, it is essential that any plastic protection or seals have not been removed and that

the watch shows no signs of use – such as fingerprints, scratches, etc. If the product is returned with clear signs of use or missing accessories, we reserve the right to reject the return or deduct an amount corresponding to the loss in value from the refund.

Custom orders are not covered by the right of withdrawal. Upon approved return, the full amount (including original delivery costs) will be refunded via the same payment method used for the purchase.

Please note that it may take up to 2 weeks to receive and process the return shipment. Once we have processed your return, we will contact you.

To return an unused item, please order a return label via our website (found at the bottom of the page) for a fee of 10 EUR. You must enter your order number and email address and indicate whether you wish to exchange for another product or simply return the item. Remember that all accessories (manuals, box, spare parts, etc.) must be returned together with the watch.

You cannot cancel your purchase simply by refusing to accept the item. Failure to collect a parcel is not considered a valid exercise of the right of withdrawal, and we reserve the right to charge an administrative fee of 20 EUR, which will be deducted from your refund.

Returns and Exchanges

Exchanges are handled in the same way and under the same conditions as the return of an unused item.

Abuse of Services

Improper, systematic, or intentional abuse of our services – including but not limited to right of withdrawal, exchanges, returns, damage claims, cancellations, ordering, protection, warranty, complaints, inquiries, trade-ins, and appraisals – may be refused, blocked, reported to the authorities, and/or ignored if done in bad faith.

We also reserve the right to limit or deny future purchases from customers who have previously exhibited unreasonable behavior or systematically abused our service terms.

Privacy Policy

At TheWatchAgency.com, we use cookies to optimize the website and its functions. We want to provide our customers with the best possible shopping experience. You can delete cookies from your computer at any time.

We use web analytics to collect information about how many customers visit the site, where they come from, and how they interact with the website. This data is used solely to improve the experience for our visitors.

If you have any questions, feel free to contact us at support@thewatchagency.com – we look forward to hearing from you!

Force Majeure

TheWatchAgency.com is not responsible for failure to fulfill obligations due to circumstances beyond our reasonable control, including – but not limited to – war, natural disasters, pandemics, strikes, fire, import restrictions, or

failures by suppliers and logistics partners.

General Information

Legal name: Scandinavian Luxury AB

Swedish company registration number: 556721617001

Danish VAT number: SE12638027

Address: Götgatan 19, 116 46 Stockholm, SWEDEN

Phone: 70 14 54 24

Email: support@thewatchagency.com