



WARRANTY

1-Year Limited Warranty - warranted against breakage or malfunction under normal use, due to defects in material or workmanship, to the original consumer / purchaser. This 1-year limited warranty includes all components of the movement and the case. This warranty does not extend to the finish, crystal, battery, bracelet, or strap / band.

2-Year Extended Warranty - Quartz Movement - The internal components and quartz movement in all watches are warranted up to two years, against breakage or malfunction under normal use, due to defects in material or workmanship, to the original consumer / purchaser. The extended warranty covers the movement only, against any fault in normal operation, that is not the result of an expired battery, water intrusion, impact, or improper use.

The following circumstances and components are not covered under the 1-year limited or 2-year extended warranties, regardless of length of ownership:

- Batteries.
- The crystal and / or crystal mounted magnifiers.
- Bracelets, clasps, straps / bands, strap / band keepers, buckles.
- Cosmetic imperfections or damages resulting from wear or use.
- Incidental or consequential damages.
- Water intrusion damages that result from improper use.
- Damages resulting from misuse, abuse, tampering, or disassembly.
- Any damage, flaw, or malfunction that is not the result of a manufacturing defect.

NOTE: the warranty will become null and void if the product is misused, abused, tampered with, or taken apart. The warranty does not cover any incidental; consequential or special damage arising from any or all uses of the item. *Sophie & Freda* reserves the right to deny warranty repair or replacement of an item if the item is deemed to possess a flaw that is not due to manufacturing fault, defect, or error.

I RECEIVED A DEFECTIVE ITEM, WHAT DO I DO?

Defective items may be replaced at no cost to you within one week of delivery. Upon verification and approval of eligibility, a replacement item will be shipped at our cost, and a return shipping label will be included in the package to return the defective item to us. If the item to be replaced is no longer in stock or unavailable, you will be given the opportunity to choose an alternative replacement item.

For defective item claims outside one week of delivery but within 60 days of the purchase date, a return shipping label will be provided to ship the item to our warehouse for inspection. Upon receipt, a determination will be made if the item is eligible for replacement or if repairs are to be performed. The replacement item, or repaired item, will then be shipped to you at no cost.

Please contact customer service at cs@sophieandfreda.com to request replacement item(s) and the appropriate instructions.

HOW DO I RETURN OR EXCHANGE MY ITEM?

Items may be returned or exchanged within 60 days of the purchase date. All items must be received at our warehouse and inspected before a refund or exchange can be processed. Please allow up to 72 hours for processing. Refunds will be credited to the original payment method. A shipping and handling fee of \$10.00 is applied to all exchanges. Return shipping labels are not provided for returns or exchanges.

Eligibility requirements:

1. the item must be returned within 60 days of purchase,
2. a receipt or proof of purchase must be presented or accompany the item,
3. the item must be unused and in the same condition that it was received,
4. the item must be in the original packaging,

Please contact customer service at cs@sophieandfreda.com to receive instructions for a return or exchange. A RMA (return merchandise authorization) number will be generated for your request, and is required for any returns or exchanges to be processed.

NOTE: any return or exchange attempts that do not meet the above criteria, or do not have an associated RMA number, will be returned to you with an explanation letter.

MY WATCH REQUIRES A BATTERY CHANGE, WHERE DO I TAKE IT?

It is highly recommended to have the battery in your watch changed by a qualified watch technician, as they possess the tools and expertise required to properly and safely service your watch. If you wish to have your battery changed by one of our technicians, please contact customer service to receive instructions and a RMA (return merchandise authorization) number. The fee for battery replacement and return shipping is \$20.00.

MY ITEM REQUIRES REPAIR, WHERE DO I SEND IT?

Please contact customer service for a RMA (return merchandise authorization) number and specific instructions regarding the repair of your item. For repairs that are not covered by the warranty, an estimate for any associated fees will be provided. Before repairs are performed, any repair fees must be paid before shipping the item to our warehouse, or must be included with the item. Please allow 2 – 4 weeks for repairs to be performed. Please note that delays such as holidays, parts backorders, or unique repairs may affect actual repair and / or shipping times. Return shipping labels are NOT provided for repairs of any kind outside 60 days of purchase.

NOTE: if an item is repaired while under warranty coverage, the current warranty period is not replaced or extended, nor is a new warranty coverage period implied.