

The **STORM** guarantee covers manufacturing defects for 2 years from the date of purchase, provided it has been sold by an authorised and appointed dealer. Within this period this watch will be repaired free of charge, except for a handling/transportation and insurance fee.

COVERED BY GUARANTEE

Movement/mechanism (provided it has not been damaged by contact with moisture/water on a non water resistant watch).

Manufacturing defects.

NOT COVERED BY GUARANTEE

Batteries, glass, case, straps, clasps and winder.

Accidental damage, misuse or inexpert or unauthorised repair.

Water penetration through misuse, or on non water resistant watches.*

Discolouring or wear occurring through normal usage.*

* please refer to [Care and Maintenance](#) for details.

Some selected **STORM** watches have been designed and developed as collectors items, featuring more complex and/or shutter mechanisms. We recommend these models should be serviced at regular intervals to ensure trouble free operation. Due to the complex and/or delicate nature of these items, care must be taken while wearing or operating them. The battery in your **STORM** watch is of standard size and can be replaced by most high street jewellers or our service department.

TERMS AND CONDITIONS

PLEASE NOTE YOU WILL BE CHARGED FOR SERVICE IF YOU ARE UNABLE TO PROVIDE THE ORIGINAL SALES RECEIPT AND GUARANTEE WITH THE WATCH.

THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS.

For more information, please see [Returns Procedure](#)

NOTE: To order spare parts only, please see our [Spare Parts order Procedure](#).

To obtain repair or service for your **STORM** item, please send the item to us by following the returns instructions below.

Please send the item to us with proof of purchase (if you have this) and a covering letter with your full address and day time contact number, explaining the fault or damage and what service you require.

We require proof of purchase to be sent in with the item, if it is within the Guarantee period, and you are claiming a free of charge service under the Guarantee due to a manufacturing defect. **If the item is over the Guarantee period, or if the service is not covered under the Guarantee, i.e. it is a chargeable service, then we DO NOT require any proof of purchase to be sent in.**

UK Customers: Please send a cheque or postal order with the item (drawn on a UK Bank) for £3.50 in sterling pounds which is for postage, packing and insurance, made payable to "**STORM**". This amount is required so that we may return your repaired item to you by Recorded Delivery post. If you would like us to send it back by Special Delivery which is guaranteed, then please include £6.00.

International customers: Please send your item to us without any payment. We will send you an invoice detailing the charges along with payment instructions. Once you receive the invoice you can then contact us to make payment by credit card.

Please ensure the item is well packaged, to prevent any damage and sent in a padded/secure envelope. We advise you to send it registered/Special Delivery post so that it is insured against damage / loss.

Once we receive your item we will process it and advise you if there are any problems or further charges, you should allow up to 28 days for this service.

Please send all returns for service & repairs to the following address:

STORM OF LONDON LTD

Service Department

37-39 Conway Street

London

W1T 6ST.

United Kingdom

For further information on Service and Returns please see [Service FAQ](#)

If you have any queries that is not already covered, then please e-mail

us service@stormwatches.com