

TERMS OF SERVICE

A detailed description of goods and/or services:

Cape Town Vintage Watches is a business in the jewellery industry that specialises in the buying and selling of preowned watches.

Delivery policy:

Subject to availability and receipt of payment, requests will be processed within 1-2 business days and delivery confirmed by way of email with the courier tracking number and estimated delivery date.

Return and Refunds policy:

The provision of goods and services by Cape Town Vintage Watches is subject to availability. In cases of unavailability, Cape Town Vintage Watches will refund the client in full within 30 days. Cancellation of orders by the client will attract a 3 % administration fee.

Cape Town Vintage Watches warrants all watches to be, genuine and free of defects. Every watch description states the warranty period & if the watch warranty is covered by Cape Town Vintage Watches. Some modern watches will come with an International warranty card.

Cape Town Vintage Watches generally offers a six month warranty from the date of purchase on Pre-Owned Watches - unless stated otherwise. The warranty covers malfunctions due to manufacturing & material defects, battery replacement & water resistance under regular use within the manufacturer specifications.

When a watch is sold new/unworn or pre-owned and is supplied with the manufacturer warranty , the balance of the factory warranty will remain in place depending on activation date. If no balance on international warranty left the Cape Town Vintage Watches Warranty will be in effect (Warranty will be in the description of each watch).

The warranty does not cover damages such as scratches, finish, crystals or glass, leather or fabric straps, damage due to excessive wear & tear, damage resulting from wear under conditions exceeding the watch manufacturer's water resistance limitations & damage due to physical and/or accidental abuse.

All warranty repairs must be handled directly through CAPE TOWN VINTAGE WATCHES. Watches opened or repaired by any other source will void the CAPE TOWN VINTAGE WATCHES warranty. Cape Town Vintage Watches will cover all parts and labour or replace the watch at our discretion within the warranty period.

All warranty returns must have a Return Authorisation Number. Please call +27722095457 prior to return for Return Authorisation number. This number must be displayed on the outside of the box. A watch returned without authorization will be refused.

The customer must cover shipping & insurance costs for warranty returns to Cape Town Vintage Watches. Returns must be shipped via traceable courier, e.g. DHL, FedEx and The Courier Guy services. Return shipment must be pre-paid and fully insured. Collect shipping will be refused. In case of loss or damages, the customer is liable.

We accept returns within 7 days of customers' receipt of the product.

Cape Town Vintage Watches may sell UNWORN preowned watches. We cannot resell watches that have been worn or are out of style. Therefore we have set a fair yet firm policy regarding these returns.

WATCHES MUST BE RETURNED TO US IN UNWORN CONDITION WITH ALL PROTECTIVE PLASTICS/TAPE, HANGTAGS & ACCESSORIES INTACT. UNTIL YOU ARE POSITIVE YOU WILL BE KEEPING THE WATCH, DO NOT WEAR IT. IT IS ALMOST IMPOSSIBLE FOR A WATCH TO BE WORN EVEN FOR A SHORT PERIOD OF TIME AND FOR THE WATCH NOT TO BE BLEMISHED OR SCRATCHED IN ANY WAY. NOTE WE WILL CARRY THE FULL COSTS OF THE RETURN OF THE WATCH, IF THE PROBLEM IS REPORTED WITHIN 24HRS OF DELIVERY.

Do not have the bracelet sized (links removed). All products must be returned with original packaging, manuals, protective tape & hangtags, etc.

Returns will be credited in full minus a 4% restocking fee and original shipping & insurance charges.

Restocking charges are waived on an exchange. Credit will be issued in the same form as payment received.

Customer Privacy policy:

Cape Town Vintage Watches shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from:
http://www.polity.org.za/attachment.php?aa_id=3569.

Payment options accepted:

Payment may be made via Visa, MasterCard, or by bank transfer into the Cape Town Vintage Watches bank account, the details of which will be provided on request.

Card acquiring and security:

Card transactions will be acquired for Cape Town Vintage Watches via Payfast (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. Payfast uses the strictest form of encryption, namely Extended Validation SSL with 2048-bit encryption and no card details are stored on the website. Users may go to www.payfast.io to view their security certificate and security policy.

Customer details separate from card details:

Customer details will be stored by Cape Town Vintage Watches separately from card details which are entered by the client on Payfast secure site. For more detail on Payfast refer to www.payfast.io

Merchant Outlet country and transaction currency:

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

Responsibility:

Cape Town Vintage Watches takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

Country of domicile

This website is governed by the laws of South Africa and Cape Town Vintage Watches chooses as its domicile for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

Variation:

Cape Town Vintage Watches may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company information:

This website is run by Cape Town Vintage Watches Limited based in South Africa with Registration number: 2020/142270/07

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