**RETURNS:**

* Our top priority is your satisfaction. We will gladly accept returns. In this case, you will need to send your item back within 30 days of its delivery date to Bright Watches, in the same condition it was delivered. Your item may only be returned according to the following: not worn or sized, in new condition, in original packaging, must include all packing material, plastics, covers, booklets, manual, accessories etc. Once we received your item(s) Bright Watches will be happy to provide a full refund of the purchase price.
* ***We reserve the right to refuse any return if there are any of the following: Worn or sized, not in original condition or packaging, missing parts and/or accessories (i.e. packing material, plastics, covers, booklets, manual etc.)***
* Returns are subject to a Return Merchandise Authorization from brightwatches.com. The cost of shipping will be deducted from your total refund. You can request an RMA (Return Merchandise Authorization) number by e-mail to contact@brightwatches.com. All purchases, accessories, serial-numbered security tags (if provided), and packing materials must be in new condition to avoid refusal of the returned merchandise or restocking fees.
* If there are any noticeable discrepancies or damages when receiving your purchase, or if the wrong item was delivered, please contact us ASAP.

### **RESTOCKING FEES**

**We do not charge restocking fees unless the item is not return in original condition.**

#### **EXCHANGES**

Unfortunately, we currently DO NOT offer this option. The easiest way to receive another product would be to return the original item by following the process stated above and to reorder. Once we receive and inspect your return, we can issue a refund back to your original payment method so that you can proceed to purchase the product you are wanting.

## CANCELING/MODIFYING AN ORDER

If you need to cancel or modify your order for any reason, please contact us immediately via e-mail [contact@brightwatches.com](mailto:contact@brightwatches.com) or contact us via live chat onsite. Please include your customer order #, name and e-mail address used for the order and the reason for cancellation or the modification. If an order has already been shipped, we may not be able to modify or cancel your order.

### **Need additional help?**

Contact a member of our customer service team by:

* Live chat with our team
* E-mail us at contact@brightwatches.com