

# Terms and Conditions

*Last updated: 12 October 2025*

These Terms and Conditions (“Terms”) apply to all watch repair, servicing, and restoration work carried out by **Vintage and Rare Watches** (“we”, “us”, “our”) for any customer (“you”, “your”).

By engaging our services, you agree to these Terms.

---

## 1. Services Provided

We provide inspection, servicing, repair, cleaning, restoration, and maintenance for watches and timepieces.

All services are carried out with reasonable care and skill in accordance with the **Consumer Rights Act 2015**.

---

## 2. Estimates and Authorisation

- Upon inspection, we will provide an estimated cost and timeframe for the repair.
  - Estimates are valid for **30 days** from the date of issue.
  - No work will begin until we receive your confirmation (in writing, by email, or verbally).
  - If you decline the estimate after inspection, a small diagnostic or assessment fee may apply where stated in advance.
  - Once approved, if you later cancel the repair, you may be charged for any work or parts already ordered or completed.
- 

## 3. Parts and Materials

- We use genuine manufacturer parts where available. Where unavailable, we may use compatible alternatives of equivalent quality with your consent.
- Replaced parts will not be returned unless specifically requested before the work begins.

- Some vintage or discontinued models may require longer lead times for parts procurement.
- 

## 4. Timeframes

- Time estimates are approximate and depend on part availability and repair complexity.
  - We will notify you promptly if delays occur.
- 

## 5. Payment Terms

- Full payment is due upon completion and before collection or dispatch.
  - We accept [list accepted payment methods, e.g., cash, debit/credit card, bank transfer].
  - Watches not collected within **30 days** of notification of completion may incur a storage fee of **£10.00 per week**.
  - Watches left uncollected for more than **90 days** may be treated as abandoned. In such cases, we reserve the right to sell or dispose of the item to recover repair and storage costs, after reasonable efforts to contact you.
- 

## 6. Warranty

- All repairs are guaranteed for **12 months** from the date of collection, covering only the work performed and parts replaced.
  - The warranty excludes:
    - Damage caused by misuse, neglect, impact, or unauthorised tampering.
    - Water damage where the watch was not pressure-tested or guaranteed water-resistant.
    - Normal wear and tear or faults unrelated to the original repair.
  - Proof of repair (e.g., your receipt) must be provided for any warranty claim.
- 

## 7. Shipping and Liability

- When posting a watch to us, you are responsible for ensuring it is securely packaged and insured during transit.
- We recommend using Royal Mail Special Delivery or another insured courier service.
- We are not liable for loss or damage in transit to us.

- When we return watches by post, they will be sent using an insured service, and the cost will be included in your invoice.
  - Once received, your watch will be handled with care, but we are not responsible for pre-existing faults or damage unrelated to the service carried out.
- 

## 8. Limitation of Liability

- Our total liability in any case shall not exceed the amount paid for the specific repair or service.
  - We are not responsible for indirect, consequential, or sentimental loss
  - Nothing in these Terms limits or excludes our liability for death or personal injury caused by negligence, fraud, or any other liability that cannot legally be excluded under UK law.
- 

## 9. Customer Responsibilities

You confirm that:

- You are the legal owner of the watch submitted for repair.
  - You have disclosed all relevant information about the watch's condition.
  - You will collect the watch promptly upon completion and pay all amounts due.
- 

## 10. Privacy and Data Protection

We respect your privacy and handle personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and **Data Protection Act 2018**.

Your information will only be used for communication, billing, and record-keeping purposes related to the repair.

---

## 11. Complaints and Dispute Resolution

We aim to provide a high-quality service.

If you are unhappy with any aspect of our work, please contact us at **carl@rareoldtime.co.uk**

We will investigate your complaint promptly and aim to resolve it amicably.

If a dispute cannot be resolved, you may be entitled to alternative dispute resolution (ADR) through an approved body, or to pursue a claim in the small claims court.

---

## 12. Governing Law

These Terms are governed by and interpreted in accordance with the laws of **England and Wales**.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

---

## 13. Contact Information

**Vintage and rare Watches**

**Phone:** 07453979692

**Email:** [carl@rareoldtime.co.uk](mailto:carl@rareoldtime.co.uk)

---