

Return form

Hi,

We are very sorry to hear that you for some reason are not completely satisfied with your purchase. We are happy to offer you a refund or a replacement.

Please contact us via info@rodania.com before filling in this document and sending us your product(s) back.

Purchases can be returned within 14 days after delivery of the ordered goods. Please make sure you return the goods on time (by adding proof of postal delivery with your return.) The goods must be in their original packaging (including accessories and documentation) and in unused, new condition. Note that the shipping cost of this return is on you.

Returns which do not comply the requirements, will be refused. Also note that returning delivered goods is entirely at your risk, so make sure you return your goods with a traceable service. If your return gives in to the listed demands above, we ensure that we will fully refund you, excluding shipping costs, within 30 days of correct receipt of the return or provide you with a replacement.

Please mark on this document if you prefer a refund or a replacement model. Note that the requested replacement model might not be available. If so, we will notify you by mail.

Warranty claims:

Your Rodania watch is guaranteed against all manufacturing defects for a period of 2 years from the date of its original purchase. The warranty does not cover wear and tear nor defects deriving from accidents or neglect. We recommend you to keep the original packaging of the goods and your warranty card in order to make a claim. In case of a warranty claim, please contact your warranted dealer (for Belgian customers) or Montebi NV (for all other customers) via info@rodania.com. Don't forget to include your order number, photos and a short description.

Please check our full terms & conditions on:
www.rodania.com

Reason for return.

I am not satisfied. *(Why not?)*

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Wrong delivery.

Wrong order. *(Mistake by client.)*

Order is damaged
(Please tell us what is wrong?)

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I prefer a...

refund of my purchase

replacement model
(please write the correct name/sizing/color below)

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Return your watch together with this document towards this address:

Montebi nv
Buchtenstraat 7
9051 Gent
Belgium (Europe)

How to return your watch.

1. Notify us via info@rodania.com
2. Fill in the return form with all necessary info
3. Attach a copy of proof of purchase
4. Safely pack your goods
5. Return the goods within 14 days

Order number:

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Full name:

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Country + address:

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Zipcode + city:

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Phone:

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E-mail:

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