

Returns policy

Our clocks are from top quality suppliers, but we appreciate that sometimes you just aren't happy with something you purchase, whether in a physical store or online.

To arrange a return, you must first email us at: service@euroclocks.co.uk for return authorization. Postage charges for the return are the responsibility of the customer.

Returns must be in new condition, with all original materials and packing.

Any returns received by us that are determined to be in unsalable (not new) condition, i.e., damaged, soiled, missing parts, will not be issued a refund. For some clocks, insurance with Parcel Force may apply. In such a case, a refund is contingent upon the claim being successful. Please refer to www.parcelforce.co.uk for a list of items excluded from compensation. For damage or missing contents claims, the contents, internal and external packaging must be available until the claim is resolved.

Returns received without prior authorization or determined to be in unsalable (not new) condition can be shipped back to you for a fee of £10.00 postage and packing (this charge may be more for large clocks). A discretionary restocking fee of 10% is applied to all returns.