

Questions about buying clocks

Last Updated Thursday, 18 September 2008

Do you have a shop?

No. We do not run a clock store on the high street, and have no plans for this.

Are you authorised dealers?

We are not authorised dealers. All our brand new watches are sourced directly from authorised distributors. They will arrive in the manufacturers packaging, along with the instructions and booklet provided. The name of the authorised dealer who sold the watch to us on your behalf will be on the warranty card.

Are your clocks authentic?

Every branded watch and clock sold has been authenticated by expert watchmakers. They come with their original box and/or packaging with instruction booklets as well as a stamped warranty card. All of our branded watches are sourced from authorised suppliers or are delivered straight from the manufacturers and will have all of the necessary logo and engraved detail to prove their authenticity. Please see the product detail categories to view the manufacturer's details.

Is everything in stock?

Most of the time! Stock details are available on the website. We aim to have our website 99% correct at any one time. Occasionally you may order a watch that says "Next Day Delivery" where the watch is not in stock. When this is the case we aim to inform you by email ASAP.

Do prices include VAT?

They do! All of our prices listed underneath each watch are inclusive of VAT. If you live in the UK and decide for the free shipping charges you need not pay more than the listed price of the watch.

Do you price match?

Yes, but please note that we cannot guarantee we will be able to meet every competitors price. Please remember that we do not match the prices of companies outside the UK, nor will we match any prices where the competitor does not actually have the item in stock.

How long does it take for you to deliver?

If you live in the UK, order before 12pm and choose to the correct option we can have a watch to you for the next morning (assuming it's in stock and not including Sunday). For further information on delivery times and costs please visit our [Delivery Details Page](#). For customers living out side the UK, please visit our [International Customers Page](#).

How much for delivery?

All clocks and watches are sent free of charge to UK addresses though delivery times may differ depending on the order value.

Where do you deliver?

The UK is our primary market and most watches are delivered next day. Please contact us if you live outside the UK as additional postage charges will apply.

How is my watch delivered?

For UK customers we use Royal Mail special delivery and 1st Class Recorded. The service used depends on the value of the watch ordered as well as the service chosen. Because we use the Royal Mail signed for services we do need a signature. Should you not be in at the time of delivery the post man should leave a "While You Were Out" card allowing you to visit you local sorting office to pick the parcel up or ring to arrange for redelivery. For further information please visit our [Delivery Details Page](#).

How do I pay?

The easiest way is to place the order online and use our Paypal and Google checkout services using a well known credit or debit card. We can also take cash transfers and cheque payments though these methods will result in a delay in delivery.

What happens to all my private details?

When you open an account with us we will have access to you personal contact details. These are stored on a secure server and can only be accessed by employees of TopClock. We comply fully with the Data Protection Act. We comply with the various laws regarding banking practices in the UK. Choosing to pay by PayPal means that you log into your own private account during the order process, PayPal will then confirm payment with us via email so we never actually have access to your private account. For further information please visit our [Privacy Policy Page](#).

Can I return a clock?

You can have the clock for up to 14 days to decide whether or not you like it before returning to us for a full refund. For further information please visit our [Returns Policy Page](#).

Do you buy pre-owned clocks?

No.

What is your policy on faulty watches?

It depends on how long you have had the watch, what the fault is and the actual brand of watch. Each case is dealt with on an individual basis though we will always endeavor to help as much as we possibly can to get your watch back in working order. For further information on our policy for faulty watches please visit our [Returns Policy Page](#).

Will you be sending me loads of junk mail?

No. If you so choose you need never receive any emails from us unless it is to do with your actual order. For those that do want to receive general information emails from us it is our policy to send a maximum of 12 per year so we do not overload your inbox.

Watches make ideal gifts and our range provides an excellent choice from which to buy a watch online.