REKLAIM Limited Mechanical Warranty

REKLAIM is dedicated to selling high quality watches. We stand behind the REKLAIM Mechanical Warranty. The limited mechanical function of REKLAIM watches are backed by the following warranty and cover the following terms:

1. Transfer of Third-Party or Manufacturer Warranty Rights:

In cases where the merchandise you acquire or any part of it is subject to a valid and transferable warranty provided by a third party or manufacturer, REKLAIM hereby assigns all applicable rights and remedies to you, to the extent that these rights and remedies can be transferred.

2. Limited Warranty for Purchased Goods:

If the merchandise you purchase, or any component thereof, is not covered by any other warranty at the time of your purchase, and in accordance with the conditions outlined in this Limited Warranty, REKLAIM assures that the merchandise will be devoid of material and workmanship defects under normal usage for a one-year period starting from the date of your purchase (referred to as the "Warranty Period"). The Warranty Period remains unaffected even if we undertake repairs or replacements. Please be aware that this Warranty ***exclusively*** pertains to instances of mechanical malfunction. REKLAIM reserves the right to solely determine an items qualification for mechanical malfunction.

3. **Exclusions Under the REKLAIM Pre-Owned Limited Warranty:**

The REKLAIM Pre-Owned Limited Warranty does not extend to damages resulting from the following:

(a) The transportation of the merchandise,
(b) Storage of the merchandise,
(c) Inappropriate use of the product,
(d) Neglecting the provided merchandise instructions or failing to perform recommended maintenance,
(e) Modifications made to the product,
(f) Unauthorized attempts at repair,
(g) The natural wear and tear that comes with regular usage,

(h) External factors, such as accidents, misuse, or unforeseeable actions or events beyond our reasonable control.

For all watch repairs covered by the REKLAIM Limited Warranty, coordination must be directly handled through REKLAIM.

The REKLAIM mechanical warranty is done as a third party service with no affiliation or accreditation from the original brand manufacturer. Original brand manufacturers in no way endorse, sponsor or have any connection to REKLAIM or the REKLAIM warranty process.

If you believe a REKLAIM item falls under the terms of the mechanical warranty, please open a claim request per our formal process detailed below.

Once your claim request is approved, we will complete the claim process as promptly as possible, typically within fourteen (14) business days after the claimed item is received by REKLAIM.

REKLAIM Item Eligibility Requirements:

For any item to be eligible for a Mechanical Warranty it must meet the following requirements:

1. Be registered by it's original owner within 30 days of purchase from a REKLAIM corporate retail partner into the REKLAIM Certificate of Authentication program.
2. Be submitted with a valid purchase receipt by the original purchasing party, including: Date of Purchase, Location of Purchase, Name of Store and Price Paid.
3. Be accompanied by a copy of a valid driver's license and passport of the disputing party.
4. Include a formal written description of what the mechanical issue is with the item.
5. Include all requested high definition photo's of the item.

REKLAIM Claim Process:

1. Contact RKLM directly via email to submit a dispute: info@reklaim.net
2. Submit all required information to REKLAIM.
3. Once submitted, The REKLAIM team will reach out to you to inform you if the claim has been provisionally accepted, or if further information is required.
4. If the dispute is accepted, we will supply a shipping label for you to ship the item to us.
5. During a claim, our team will also re-authenticate the item to ensure its the matched purchased item. We will also have the item inspected by our watchmaking partners to determine eligibility for the mechanical warranty and define the issue claimed.
6. If the claim confirms the item is eligible REKLAIM will perform service and ship the item back at no cost.
7. If the claim confirms the item is not eligible REKLAIM will charge the customer for shipping both to and back from REKLAIM.
8. REKLAIM will then retain possession of the item until shipping payment is remitted.
9. Cost of shipping is solely defined by REKLAIM.

Additional information:

Who can open a dispute and claim a Mechanical Warranty?

- The initial purchaser of the item is the sole party able to make a claim. Only the Certificate Holder at the initial point of registration may file a claim.
- The Certificate holder must have ownership of the disputed item at the time of the claim.

Can I transfer the Mechanical Warranty to another party?

- The Mechanical Warranty may not be transferred to any third parties.

How long is the Mechanical Warranty valid?

- The Mechanical Warranty is valid to REKLAIM's direct customers for a period of one year from the original purchase date on the original customer receipt.

What counts as Proof of Purchase

- A Proof of purchase must demonstrate clearly identify the item being disputed as being the item related to said claim, and show that the party making the claim is the Certificate Holder.
- This may be a combination of documents that may include, but is not limited to:
    - A purchase receipt
    - REKLAIM authentication certificate and date of its registration

Who handles the cost of shipping?

- REKLAIM covers all shipment costs to its service center and back to the customer in the sole event the item falls under the mechanical warranty.
- In the event an item does not meet the mechanical warranty criterium, the owner will cover all shipment costs to and from REKLAIM.
- REKLAIM will obtain possession of the item returned until full payment of shipment is made. At that time the item will be shipped.

Can I challenge the findings of the Mechanical Warranty acceptance?

- REKLAIM in its sole discretion will determine an item's qualification for the mechanical warranty. All decisions are final.