Return & Refund Policy

It is clarified that at the time of creating a return request, users are required to confirm that the product being returned is unused and has the original tags intact. If the product returned by the user is used, damaged or if the original tags are missing, the user's return request shall be declined, and the said product shall not be collected by our representative. In the event that the return request is declined, the user shall not be eligible for a refund, and Clock assumes no liability in this regard. Further, in the event that the user fails to accept the receipt of the said re-shipped product, the user shall continue to be not eligible for a refund, and Clock assumes no liability with respect to the return or refund for the said re-shipped product. The return request must be placed within 14 days from the date of purchase, all requests placed beyond this 14 day window shall be declined. The refund in the case of a successful return request shall be processed within 7-10 business days.