

# Return & Refund Policy

Thank you for choosing the National Watch & Clock Museum Gift Shop. If you're not satisfied with your purchase, we're here to assist you.

## [SUBMIT YOUR RETURN HERE](#)

### Returns

You have 60 calendar days from the day you received an item to initiate a return.

To be eligible for a return, the item must be unused and in the same condition as when you received it.

The item should be in its original packaging.

Ensure that you have the receipt or proof of purchase.

Please note that an item is not eligible for a return or refund under the following conditions:

- The item was accurately described in the listing
- The item does not fit
- Change of mind
- The transaction was conducted in person (cannot be returned online and must be done in person)

### Refunds

Upon receiving your returned items, we will inspect them and notify you of the status of your refund.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

The credit should reflect within 5-7 business days, depending on your card issuer's policies.

### Shipping

You are responsible for covering the shipping costs associated with your return.

If you have any further questions or concerns, please contact us at [giftshop@nawcc.org](mailto:giftshop@nawcc.org)

Thank you,

National Watch & Clock Museum Gift Shop