

HAVAVISION SHOP – FAQ – TERMS & CONDITIONS

Welcome to havavisionshop.com.

shop.havavisionrecords.com accepts VISA, VISA Delta, VISA Electron, Mastercard, Solo, Switch and JCB cards. We are unable to accept cheques or postal orders

Over 90% of orders are dispatched within 24 hours of being placed where stock is available

Christmas Orders: The last day we will be sending an order out is Monday 17th December. We hope that this will leave enough time to get to you in time for Christmas (UK) although we cannot guarantee delivery. (The only exception to this is the Declare Independence special pack – information about this can be found on its product page

Canceling Your Order

After you have clicked "Confirm Order," your order begins to process and you cannot make any online changes to your order.

To cancel your order prior to shipment, you must contact customer service. Please note that most orders process quickly and can enter the shipping process within minutes. If your order has already entered the shipping process, it cannot be changed or canceled.

Items that were specially configured by you are custom manufactured and cannot be canceled once production has commenced.

Changing Your Order

After you have clicked "Confirm Order," your order begins to process and you cannot make any online changes to your order.

To change or cancel your order prior to shipment, you must contact customer service. Please note that most orders process quickly and can enter the shipping process within minutes. If your order has already entered the shipping process, it cannot be changed or canceled.

Our Products

Q: Who should I contact with questions concerning a manufacturer's warranty?

A: Contact the manufacturer directly with questions concerning a manufacturer's warranty. We can provide you with additional warranty information or information on how to obtain a copy of the manufacturer's warranty for a specific product, if you contact customer service. Please specify the product name, manufacturer name and online item number in your e-mail.

Q: Does Havavision offer extended warranties for any products?

A: We do not currently offer or extend product warranties for any products.

Q: Is it possible to alter, add, or change a items I see on Havavision?

A: Some items on our site can be special ordered and configured to your specifications right online. Such items are non-cancelable because they are

being produced to your specifications. Production time for these items will be longer than regular items.

Q: How do I know your products are authentic?

A: We guarantee all of our merchandise is genuine and authentic.

Our Shopping Cart

When you are shopping on Havavision and add an item to your cart, it is saved in your Shopping Cart. The Shopping Cart holds products you wish to purchase while you shop, the same way you use a shopping cart in a retail store. Options in the Shopping Cart:

Update the quantity

To do this, simply type in the quantity you wish to purchase and click "Update Cart."

Remove an item from your Shopping Cart.

To remove an item, click on the "Remove" check box and click "Update Cart."

Return to shopping

If you wish to continue shopping on Havavision, you can use the Shopping Cart to store items you wish to purchase. Click on "Continue Shopping" to search the site for additional items. At any time during your shopping experience, you can return to your Shopping Cart by clicking on "Shopping Cart."

Proceed to secure Checkout

When you are ready to purchase your item(s), click on "Checkout." Our checkout process is fast, easy and secure.

Our Web Site

Q: What is the fastest way to find a particular product on Havavision?

A: Use our convenient, cross-category, keyword search Quick Find feature. You can search by item number, model name or key word(s) describing the product. Also, you will find links to product categories located on the left side of your screen throughout your shopping experience.

Q: How often is the stock updated on Havavision?

A: We are constantly adding to our expansive collection of products. By regularly updating our product lines we are able to supply you with seasonal favorites as well as the most current trends.

Q: If I subscribe to the Havavision newsletter, will my e-mail address remain confidential? How often will I receive the newsletter?

A: Information such as account or credit card numbers and demographic information such as zip code, age, and income level are used only to send

orders, our company newsletter and other e-mail promotions pertinent to the Havavision site. This information is not shared with any outside parties. We generally send out newsletters every other week, but may vary depending on the time of year.

Q: What shipping methods are available?

A: We currently offer a variety of expedited and standard delivery options.

Q: Is international shipping available? To what international destinations do you ship?

A: We currently ship to international addresses in a limited number of countries, all of which are listed in our International Shipping information .

Q: What forms of payment are accepted?

A: We currently accept most major credit cards, personal check, money order, cashier's check, certified bank check, wire transfer, as well as gift certificates.

Q: Can I use more than one credit card to pay for my web order?

A: No, currently we only accept one credit card number per web order.

Q: How do I know when my order has been received?

A: Once your order has been received, you will receive an e-mail from us. This e-mail confirms that we have received your order and it includes your order number. Keep this e-mail for your records.

Q: How do I know when my order has been shipped?

A: Once your order has been shipped, you will receive an e-mail from us. This e-mail confirms that your order or part of your order has shipped. You may receive multiple e-mails depending on the items you selected.

Q: Can I cancel my order?

A: After you have clicked "Confirm Order," your order begins to process and you cannot make any online changes to your order. To change or cancel your order prior to shipment, you must [contact customer service](#). Please note that most orders process quickly and can enter the shipping process within minutes. If your order has already entered the shipping process, it cannot be changed or canceled.

Q: How can I track my order?

A: We do not release tracking numbers but we provide online tracking for your convenience. Just click on the "Track Your Order" link and you can track the status of your delivery with your order number. This feature is only available for UPS shipments.

Q: Can Havavision provide me with my order's tracking number so that I can track it myself?

A: It is our company policy that we do not release tracking numbers. We do provide online tracking for your convenience. Just login to your account and you can track the delivery status of any order.

Q: Can I ship to my office or another residential address even if it is different than

my billing address?

A: While, you can ship to an office address, a residential address other than your billing address must be listed with your credit card company

Q: Are the product images on your site photographs of the actual merchandise?

A: Yes, all of the product images on Havavision are images of our actual merchandise.

Q: During the order and shipment process, when is my credit card billed?

A: Your credit card is billed when your order is received.

Q: Do I have to pay sales tax on my online purchase?

A: Since Havavision is based in Greater London, state law requires that we charge sales tax on orders shipped to customers residing in Greater London. To customers residing in states other than Greater London, please be aware that, if applicable, the taxing authorities in your state may charge you a "use" tax on your out-of-state internet and/or catalog purchases. While it is not the responsibility of Havavision to charge or collect this "use" tax from you at this time, we are alerting our customers regarding this possibility as a courtesy. If you require further information on this issue, we suggest you contact the tax authorities in your state directly.

Q: Can I get a catalog of your product assortment sent to me?

A: You can only view the Havavision product assortment online in our web store.

Returns

Q: What are the steps I need to take to return an item to Havavision?

A: You must obtain a Return For Inspection (RFI) number prior to returning any product to Havavision. For complete instructions on returning a product to Havavision, please read the Returns and Repairs section.

Q: Why must I obtain a Return For Inspection (RFI) number prior to returning an item to Havavision?

A: You must obtain an RFI number so that we can easily identify your package when it is returned to our warehouse. Prompt identification allows for expedited handling. Any package returned to our warehouse that does not have an RFI number will not be accepted.

Q: When can I expect to receive the item I sent to Havavision for repair?

A: We will notify you of the status of your repair by e-mail or by phone. The length of time it takes for us to repair your item depends on the nature of the repair.

Q: Can I exchange a product I purchased on Havavision?

A: You can exchange an item as long as the original purchase meets all of the return criteria. However, we will not reship a product until we receive the original item back for inspection.

Q: Can I return an item for store credit?

A: An item may be returned for store credit provided that all return guidelines are met.

Q: Are havavision gift certificates refundable?

A: No. Havavision gift certificates are non-refundable.

Q: Does Havavision make repairs that are not covered by a manufacturer's warranty?

A: Depending upon the type of merchandise, the Havavisions repair center may make repairs that are not covered by a product's warranty. Customers will be charged for those types of repairs. An evaluation is made once the item is returned to us, at which time the Service Department will contact you with details about the repairs and cost involved

Q: How do I know what is covered under my manufacturer's warranty?

A: All warranties are limited unless stated otherwise. For further information regarding warranties, please refer to our Warranty section of our Help Desk.

Q: Is there a restocking fee on any returned merchandise?

A: Generally no, UNLESS the returned merchandise was a layaway sale or was considered a return exception, in which cases you will be charged a 25% restocking fee.

Q: May I return merchandise that was special ordered or customized?

A: Merchandise that was special ordered or customized cannot be returned.

Q: Is there a preferred method by which I should return an item to Havavision?

A: Ship your return prepaid and insured for the full purchase price by a carrier that offers package tracking, such as United Parcel Service (UPS) or Federal Express to the address listed at the top of the invoice.

POLICIES

Cancellations

Occasionally, orders or parts of an order are cancelled by our system for various reasons. Some reasons are:

- Item(s) not available.
- Difficulty in processing your payment information.
- Cannot ship to address provided.
- Duplicate order was placed.
- Cancelled due to a customer request.

If your order is cancelled, you will receive an important notice regarding your order via e-mail which will explain the reason for the cancellation. You will not be billed for any cancelled items. If you are interested in alternative products, please [contact customer service](#) by e-mail for a recommendation.

Limited Warranty

Havavision provides warranty coverage of generally two years from the date of purchase on all of its brand name watches. Our warranty covers the watch movement and battery replacement for the time period stated and excludes:

- watch case, watch bracelet, straps, crown/stem, crystal/glass, finishes, damage caused

by excessive wear and tear and/or physical/accidental abuse, and

- damage resulting from wear under conditions exceeding the watch manufacturer's water resistance limitations.

All shipping and handling costs in connection with warranty service are the responsibility of the customer. This warranty is valid only at Havavision. Improper repair or warranty service performed by someone other than Havavision will void this warranty.

Havavision DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF WRITTEN OR IMPLIED WARRANTY OF THIS WATCH, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. For additional questions concerning warranty service, please contact our customer service Department.

Privacy Policy

This privacy statement discloses the privacy practices for our website: Havavision Records.

Havavision has created this privacy policy to inform you of the information gathering and dissemination practices for this Web site, Havavision. Because Havavision wants to demonstrate its commitment to your privacy, we have agreed to disclose our information practices and notify you of:

- What personally identifiable information (or third party personally identifiable information) of yours is collected from you through our website
- The organization collecting the information
- How the information is used
- With whom the information may be shared
- What choices are available to you regarding collection, use and distribution of the information
- The kind of security procedures that are in place to protect the loss, misuse or alteration of information under Havavision's control
- How you can correct any inaccuracies in the information.

If you feel that Havavision is not abiding by its posted privacy policy, you should [contact us](#).

Information Collection and Use

Havavision is the sole owner of the information collected on this site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. Havavision collects information from our users at several different points on our website.

Membership

When you make a purchase on our site, you automatically become a member. You provide the following information to Havavision:

- Your name
- Your e-mail address
- Your billing and shipping address

- Your telephone number
- The type of credit card you are using if applicable
- Your credit card number and expiration date, or other form of payment

Your email address is your member identification. You choose your own password to access your account. All members can choose whether or not they would like to receive electronic mailings from Havavision (see "Electronic Mailings" below).

Order

We request information from the user on our order form when making a purchase. Here, is where a user must provide their contact information, like name and shipping address, and shipping information, credit card number and expiration date. This information is used for billing purposes and to fill the customer's order. If we have difficulty processing an order, this contact information is used to get in touch with the customer.

Cookies

A cookie is a piece of data stored on the user's hard drive containing information about the user. We use both session and persistent cookies. Usage of a cookie from our site is in no way linked to any personally identifiable information. Cookies enable us to track and target the interests of our users in the aggregate by analyzing popular areas and products to enhance future experiences on our site.

Usage Tracking

Havavision's database tracks the traffic throughout our site. This information is used to compile overall statistics and is not recorded at an individual level. This includes IP (internet protocol) addresses, browser type, ISP (internet service provider), referring/exit pages, platform type, date/time stamp, and #of clicks to analyze trends, administer the site, track user's movement in the aggregate. The statistics help us determine which products and services best serve our members and guests.

Aggregate Information

Havavision uses aggregate information from demographic surveys, traffic patterns and IP addresses to customize our site. Aggregate information is occasionally shared with partners of Havavision to plan advertising or promotions. We do not share any personally identifiable information.

Sharing

Havavision gives you access to third party partners to provide you with certain services that are detailed below. Havavision will provide that third party with your transaction information and then that third party will collect additional information if needed to provide you with the requested service. These third parties are not allowed to use personally identifiable information except for the purpose of providing these services.

We use outside shipping companies to ship orders, and a credit card processing company to bill users for goods and services. These companies do not retain, share, store or use

personally identifiable information for any secondary purposes.

Links

This website contains links to other sites. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every website that collects personally identifiable information. This privacy policy applies solely to information collected by Havavision.

Catalog, Newsletters, Etc.

If a user wishes to subscribe to our catalog, newsletter, etc., we ask for contact information such as name, street address and email address to provide these communications. Out of respect for our users privacy we provide a way to opt-out of these communications. Please see the choice and opt-out section below.

On rare occasions it is necessary to send out a strictly service related announcement. For instance, if our service is temporarily suspended for maintenance we might send you an email. Generally, users may not opt-out of these communications, though you can deactivate your account. However, these communications are not promotional in nature.

Surveys & Sweepstakes

From time to time, our site requests information from users via surveys or sweepstakes. Participation in these surveys or sweepstakes is completely voluntary and the user therefore has a choice whether or not to disclose this information. Information requested may include contact information (such as name, shipping address and email address), and demographic information (such as zip code, age level). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

Tell-A-Friend

If a user elects to use our referral service for informing a friend about an item, we ask them for the friend's name and email address. Havavision will automatically send the friend a one-time email inviting them to visit the site. We do store the friend's email and they have an option to opt-out in the communication.

Security

Havavision takes every precaution to protect our users' information. When users submit sensitive information via our website, your information is protected both online and off-line.

When our registration/order form asks users to enter sensitive information (such as credit card number and/or social security number), that information is encrypted and is protected with the best encryption software in the industry - Secure Socket Layers (SSLs). While on a secure page, such as our order form, a lock icon appears on the bottom of your Web browser. When you are not on a secure page, no lock icon will appear.

While we use SSL encryption to protect sensitive information (like your credit card

information) online, we also do everything in our power to protect user information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information. Our employees must use password-protected screen-savers when they leave their desk. When they return, they must re-enter their password to regain access to your information. Furthermore, ALL employees are fully informed about our security and privacy practices and updated as new policies are added or revised. They are regularly notified and/or reminded about the importance we place on privacy, and what they can do to ensure that our customers' information is protected. Finally, the servers that we store personally identifiable information on are kept in a secure environment under restricted access.

If you have any questions about the security at our website you may [contact us](#).

Special Offers

Established members will occasionally receive information on products, services, special offers and a newsletter. Out of respect for the privacy of our users, we present the option to not receive these types of communications. Please see our choice and opt-out below.

Correcting/Updating/Deleting/Deactivating

If a user's personally identifiable information changes (such as your zip code, phone, email or postal address), or if a user no longer desires our service, we provide a way to correct, update or delete/deactivate that user's personally identifiable information provided to us. This can be done by using the unsubscribe feature in our communication.

Choice/Opt-Out

Our users are given the opportunity to 'opt-out' of having their information used for purposes not directly related to our site at the point where we ask for the information. For example, our order form has an 'opt-out' mechanism so users who buy a product from us, but don't want any marketing material, can keep their email address off of our lists.

If we decided to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We will use information in accordance with the privacy policy under which the information was collected.

If, however, we are going to use your personally identifiable information in a manner different from that stated at the time of collection we will notify you via email. You will have a choice as to whether or not we use your information in this different manner. However, if you have opted out of all communication with the site, or deleted/deactivated your account, then you will not be contacted, nor will your personal information be used in this new manner. In addition, if we make any material changes in our privacy practices that do not affect user information already stored in our database, we will post a prominent notice on our web site notifying users of the change. In some cases where we post a notice we will also email users, who have opted to receive communications from us, notifying them

of the changes in our privacy practices.