

Refund Policy

To be eligible for a return, your item must be in the same condition that you received it, with the original Warranty Card that comes with every shipment.

To start a return, you can contact us at mateo@patinawatchstore. If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at:
mateo@patinawatchstore.com

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Please provide pictures and videos of the damage or inconsistency.

We place in every watch water indicators. We provide you a dated picture original from the website to indicate a date when the indicator was placed.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.