

Customer Satisfaction Policy

Costco Wholesale is committed to selling high-quality products, including brand-name products, at the lowest prices. In some cases, manufacturers may limit their warranties to products sold only through their "authorized" dealers. This may not include Costco. Therefore, Costco may remove the original warranty card accompanying some products. Whenever you buy a watch from Costco, however, the watch is fully covered under Costco's Customer Satisfaction Policy to, at your option, attempt to repair, (where services available), or replace the watch or refund the full purchase price.

If your watch requires service or you are dissatisfied with your purchase for any reason you may either (I) take your watch to any Costco location along with your original purchase receipt and Costco will repair the watch, replace the watch or refund your money, or (II) you may mail your watch prepaid along with the original purchase receipt to:

Costco Wholesale Watch Service

800 Lake Drive
Issaquah, WA 98027

If you choose to mail your watch to Costco Wholesale Watch Service, it will be serviced and returned to you prepaid. Costco reserves the right to refund the full purchase price of the watch if it is unable to repair or replace the watch.

