Complaints Procedure

1. Introduction

We are committed to providing a high quality service to all our customers. When something goes wrong, we need you to tell us about it. This will allow us to put things right for you and to help improve our service for others in the future.

2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

3. How you can make a complaint

You can complain by sending an email to us at complaints@firstclasswatches.co.uk, or you can send a written complaint by post to First Class Watches Limited, 9 Warwick Road, Kenilworth, CV8 1HD, United Kingdom.

4. How we handle complaints

A senior employee will initially review the complaint. We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 28 working days unless we agree a different time scale with you.

5. Time limits

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

6. If you are dissatisfied with the outcome

At this stage, if you are still not satisfied, you should contact us again and we will arrange for a senior employee who has not had any dealings with your matter to review the initial decision. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

7. Complaints about finance

First Class Watches Limited and James Moore Jewellers Limited act as credit brokers and are authorised and regulated by the Financial Conduct Authority. If your complaint is about finance or credit arranged through us, we will send you our final response within eight weeks of receiving your complaint, whatever stage of this procedure it has reached.

If you are not satisfied with our final response, or eight weeks have passed and you have not received one, you may be entitled to refer your complaint to the Financial Ombudsman Service. The service is free of charge. You must normally refer your complaint within six months of the date of our final response.

Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone: 0800 023 4567. Website: www.financial-ombudsman.org.uk