



## General Warranty Policy (For Pre-Owned Watches, Jewellery & Handbags)

### Joshua Bradley Luxury – Limited 6-Month Warranty

At Joshua Bradley Luxury, we pride ourselves on offering carefully sourced, authenticated, and quality-checked pre-owned watches, designer handbags, and jewellery. To give you added confidence in your purchase, we provide a **limited 6-month warranty** from the date of purchase.

#### What This Warranty Covers

##### Watches

Our 6-month warranty covers **mechanical faults** affecting the movement and internal components. This includes issues that arise unexpectedly and are not caused by misuse.

**Exclusion:** The mainspring is not covered.

Each watch is fully tested prior to sale, but due to their pre-owned, vintage, or age-related nature, unforeseen issues can occasionally appear.

##### Handbags

All handbags are thoroughly inspected before being listed for sale.

Because these are pre-owned items, our warranty **does not** cover:

- Wear and tear after purchase
- Accidental damage
- Issues with canvas, leather, glazing, stitching, hardware, or internal lining
- Structural or cosmetic deterioration occurring after the sale

Only undisclosed, significant defects that can reasonably be considered pre-existing are eligible for review.

##### Jewellery

Our warranty covers:

- Stones or settings that become loose or fall out within 6 months  
(Provided this is due to a manufacturing or structural fault, not external damage.)

The warranty **does not** cover:

- Damage caused by neglect, mishandling, or improper wear
- Normal ageing of metals, surface scratches, or tarnishing



### **Warranty Exclusions**

This warranty does **not** cover:

- Water damage or moisture exposure
- Accidental damage, drops, impact, or force
- Damage caused by misuse, improper care, or storage
- Unauthorised repairs, servicing, or modifications
- Pre-existing cosmetic imperfections disclosed at time of purchase
- Normal wear associated with pre-owned and vintage items

### **How to Make a Warranty Claim**

**1. Contact us:**

Email [service@joshuabradleyluxury.com](mailto:service@joshuabradleyluxury.com) with proof of purchase and a description of the issue.

**2. Assessment:**

We will arrange an inspection—either by appointment or by collection, as stated in your original workflow

**3. Outcome:**

If approved, we will repair the product at no cost.

This warranty does *not* entitle the customer to a refund, replacement, or exchange.

### **Limitations**

All remedies under this warranty are limited to repair only.

Cosmetic ageing, wear, and vintage-related imperfections are not considered faults and therefore not included.

Thank you for choosing Joshua Bradley Luxury. We remain committed to ensuring the quality, value, and longevity of your luxury pieces.