

Customer Satisfaction Policy (AU)

Costco Wholesale is committed to selling high-quality products, including brand-name products, at the lowest possible 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.

If your watch requires service, or you are dissatisfied with your purchase for any reason and at any time, you may take your watch to any Costco location along with your original receipt and Costco will, at its own cost, repair or replace the watch, or refund your money.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Costco Wholesale Australia
17–21 Parramatta Road
Lidcombe NSW 2141
02 9469 7999

