PARTNER GUIDE · RETAILER

Activating a warranty

Selling a watch a manufacture entrusted to you? Activate its warranty in Watch Certificate™ at the time of sale: the warranty starts and your customer receives their watch's passport. This guide shows you every step. In the screenshots, **orange frames** show where to click or what to fill in.

How it works

1. **Find the watch**: scan its warranty card or search its serial number.
2. **Check the start date**, then activate.
3. **Hand the card** to your customer.
4. **Notify the owner** (optional): your customer receives an invitation by email.
5. **Track your sales** in the **Warranties** space.

Good to know

You only see the watches in your stock: the ones the manufacture transferred to you. On the passport, they read **Entrusted by** followed by the manufacture's name. A watch is missing? Write to us from the **Contact us** link of the search.

The warranty's start date

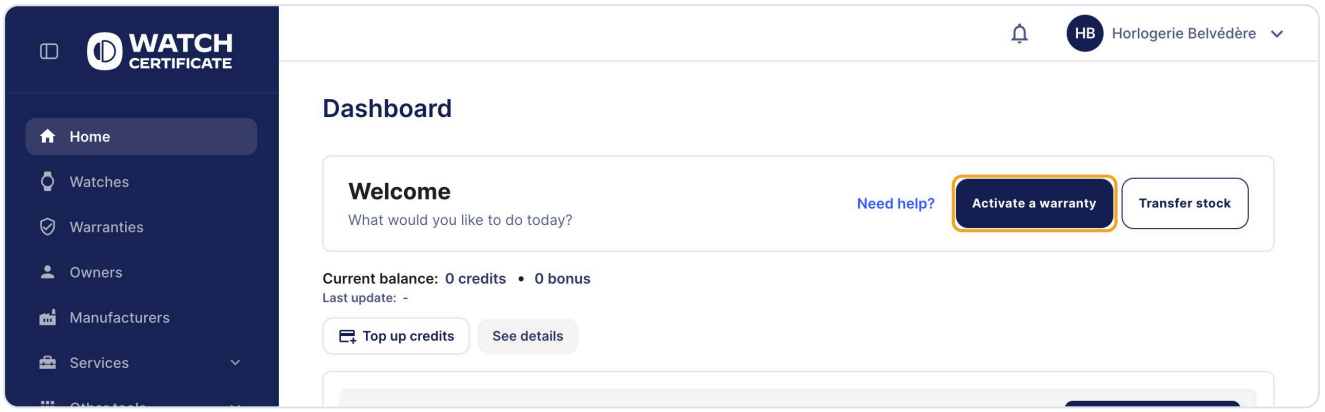
By default, today. Set the date of the sale if it took place earlier, or the day the watch is handed over if that comes later, at the latest 3 months after the sale.

PART A

Activating the warranty at the sale

Step 1: click “Activate a warranty”

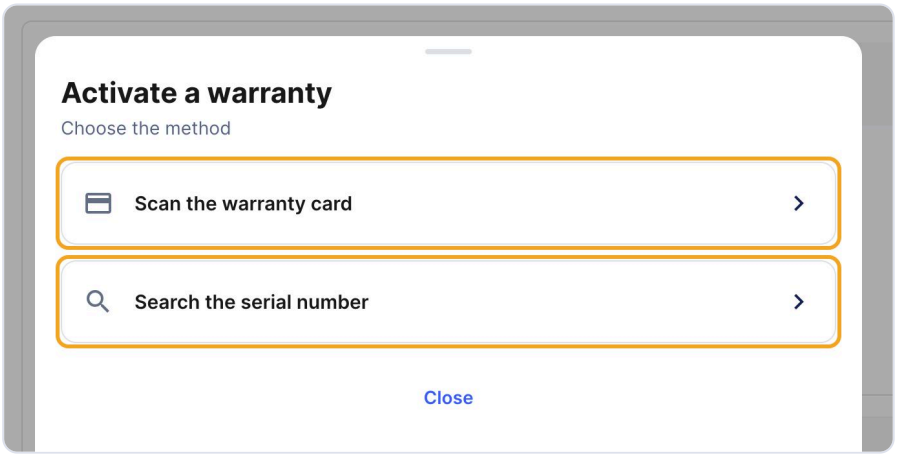
On the **Home** page, click **Activate a warranty**.



The Activate a warranty button on the dashboard.

Step 2: choose the method

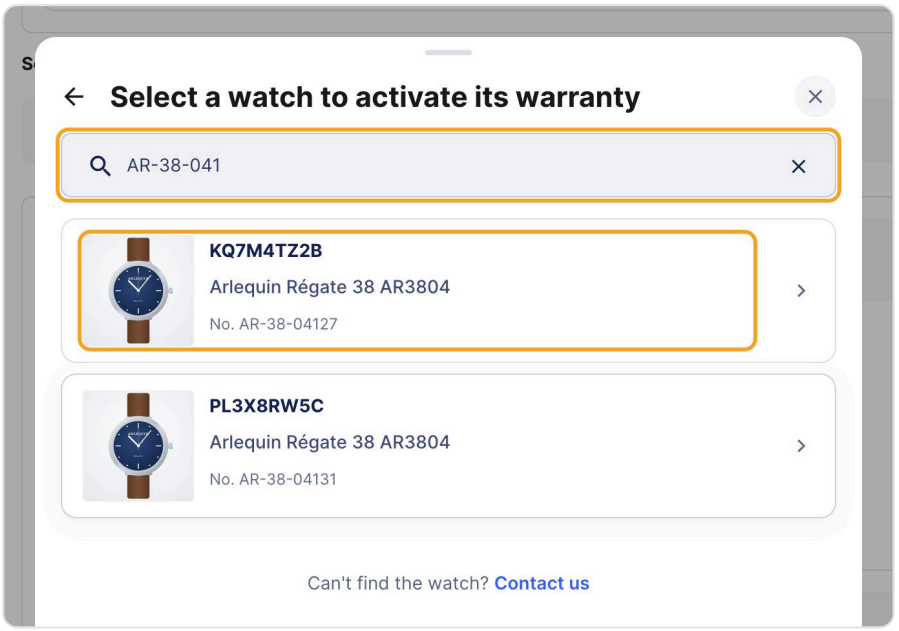
Scan the warranty card: with your phone, scan the QR code of the card that comes with the watch.
Search the serial number: type the number engraved on the case.



The two ways to find the watch.

Step 3: select the watch

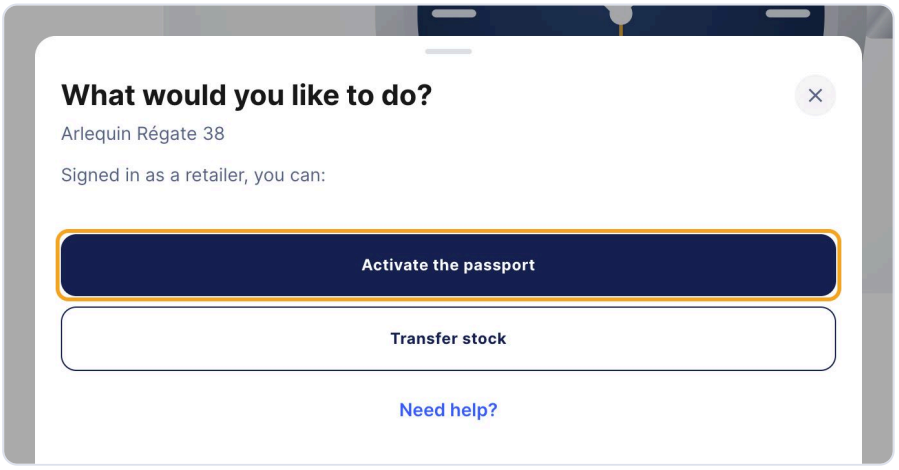
Type the beginning of the serial number. The list shows the watches in your stock that match. Click the right one: check the serial number (**No.**) and the model.



The serial number search and the watch to pick.

Tip: you scanned the card?

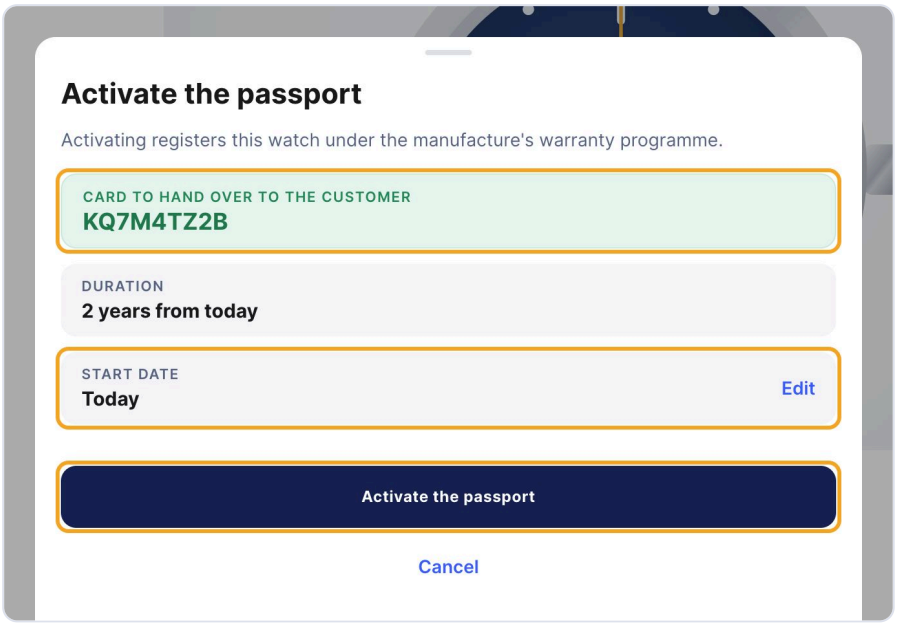
The watch's passport opens with the question **What would you like to do?**. Click **Activate the passport**.



After scanning the card: Activate the passport.

Step 4: check, then activate

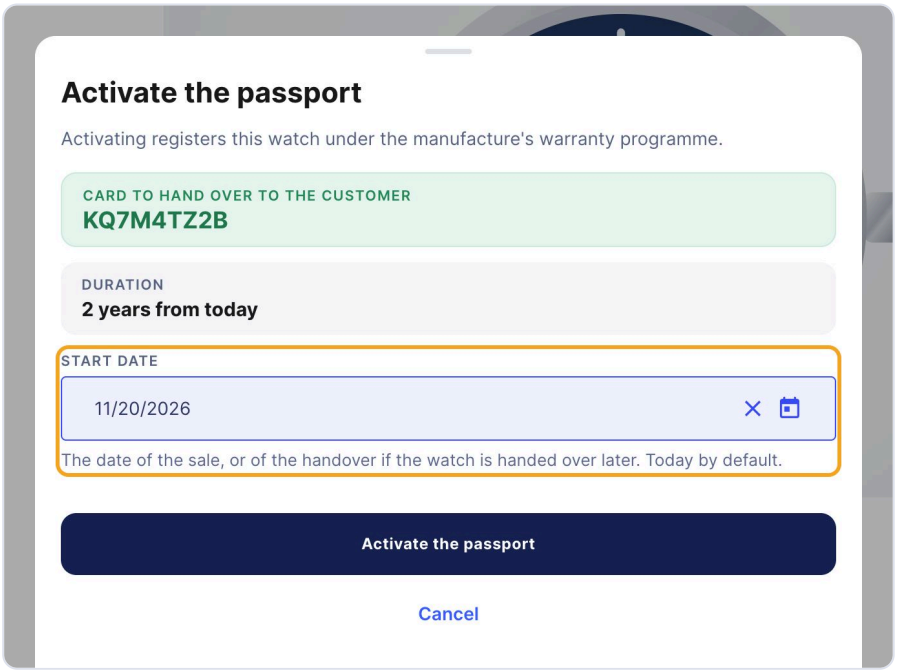
The **Activate the passport** screen shows the number of the **Card to hand over to the customer**, the warranty's **Duration** and its **Start date**. If everything is right, click **Activate the passport**.



The card to hand over, the start date and the Activate the passport button.

Step 5 (if needed): change the start date

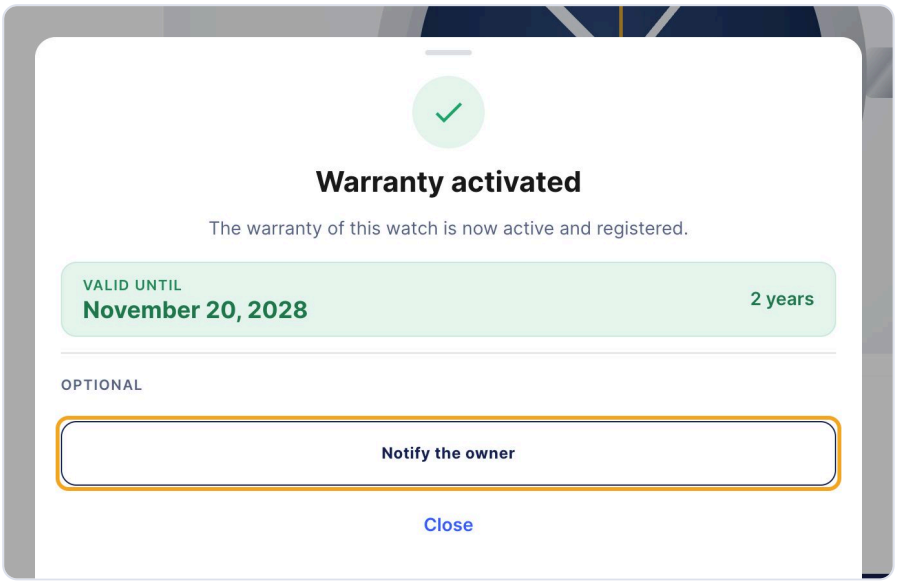
Click **Edit** next to **Start date**, then pick the date in the calendar. Then click **Activate the passport**.



The start date, picked in the calendar.

Step 6: hand the card to your customer

Warranty activated: the warranty runs from the start date, for the duration shown. **Valid until** gives the day it ends. Give the warranty card to your customer with the watch.



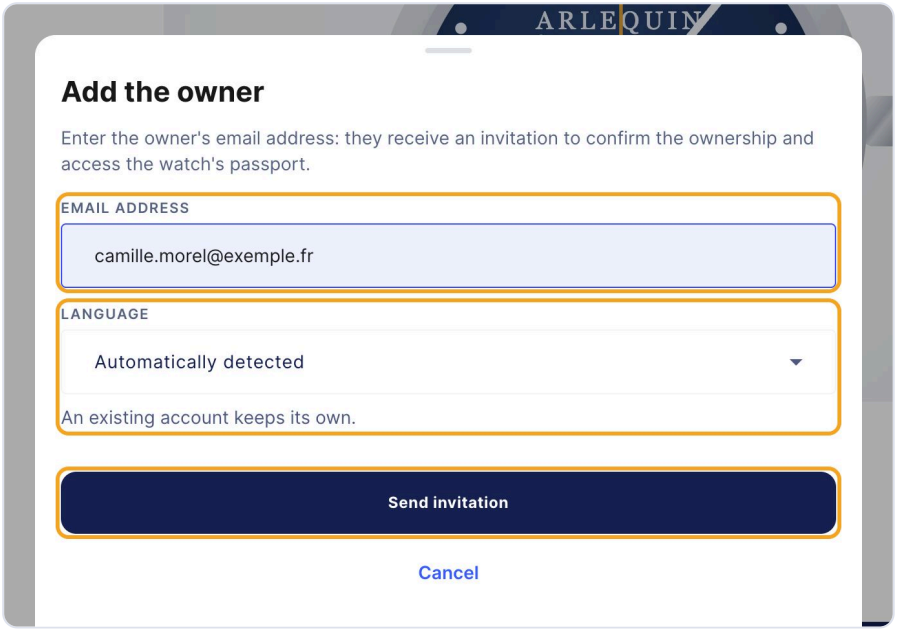
The warranty is activated. Notifying the owner is optional.

PART B

Your customer

Step 7: notify the owner

Click **Notify the owner**. Enter your customer's **Email address**. Choose the **Language** of their emails, or leave **Automatically detected**: a customer who already has an account keeps their own. Click **Send invitation**.



Add the owner: the customer's email, the language of their emails and sending the invitation.

What your customer receives

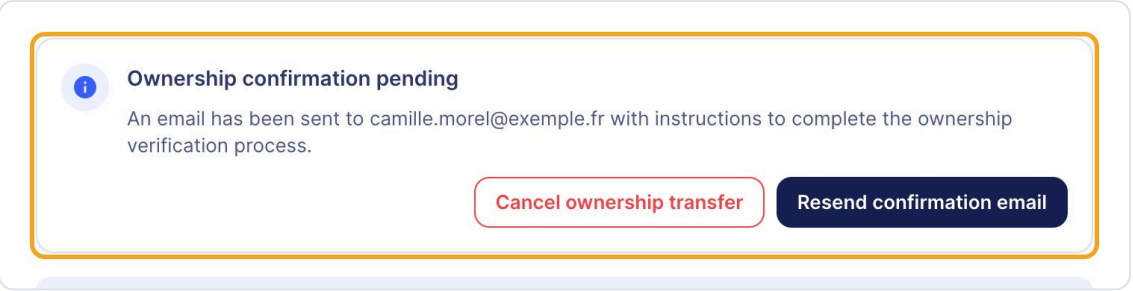
- An email **Confirm ownership of your watch**, with a **Confirm** button.
- Once they confirm, they reach their watch's passport and its warranty.
- The link is valid for 7 days. Once expired, they get a new one in one click. If they do not confirm, a reminder goes out automatically.

Your customer has no account yet?

No problem: there is nothing to prepare. When they open the link in the email, they create their password and their Watch Certificate™ account is ready.

Step 8: check the invitation

On the passport, the **Ownership confirmation pending** box shows the address used. Your customer received nothing? Click **Resend confirmation email**.



The invitation sent, awaiting confirmation.

Tip: the customer is not there to give their email?

Click **Close** after the activation. Later, open the passport: **Notify the owner** lets you send the invitation then.

PART C

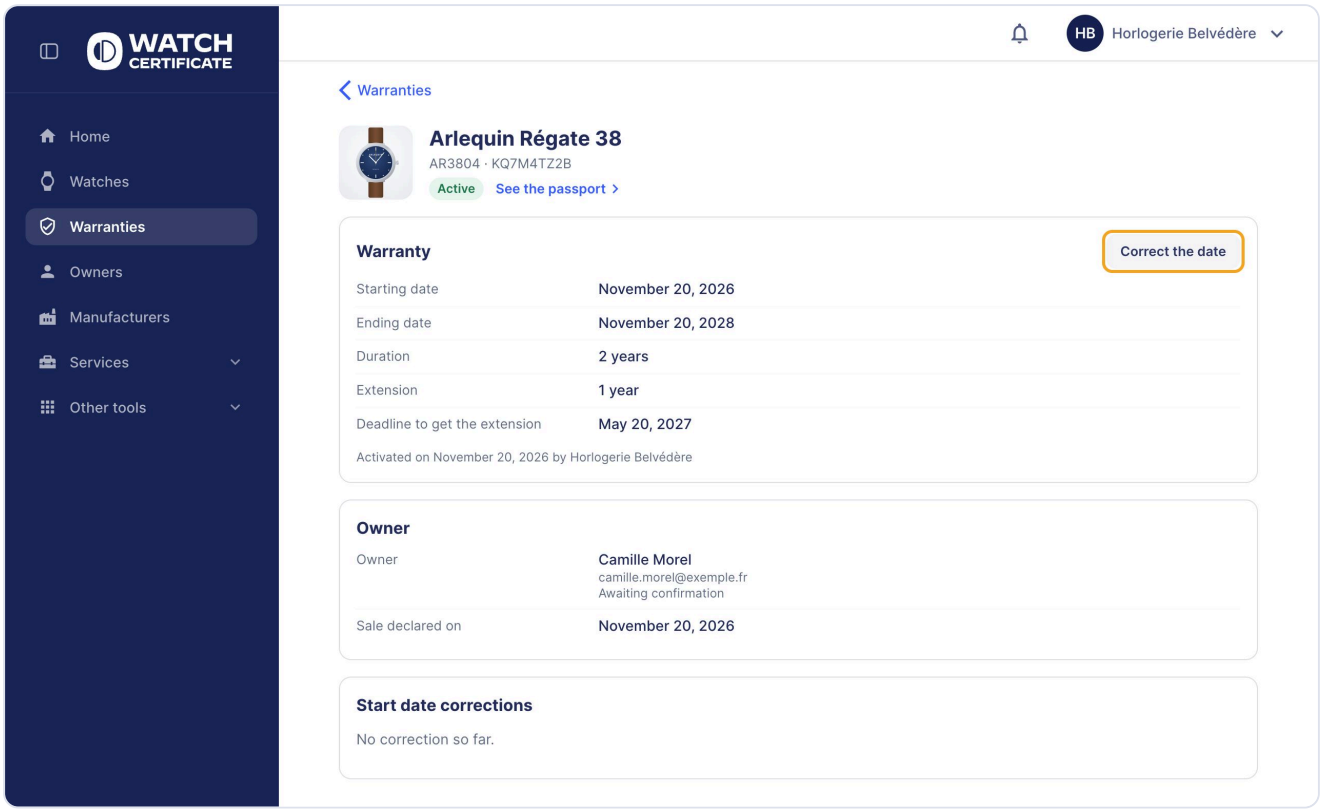
Fixing a mistake

Wrong email address

As long as the customer has not confirmed, click **Cancel ownership transfer** in the **Ownership confirmation pending** box (step 8). Then add the right address.

Wrong start date

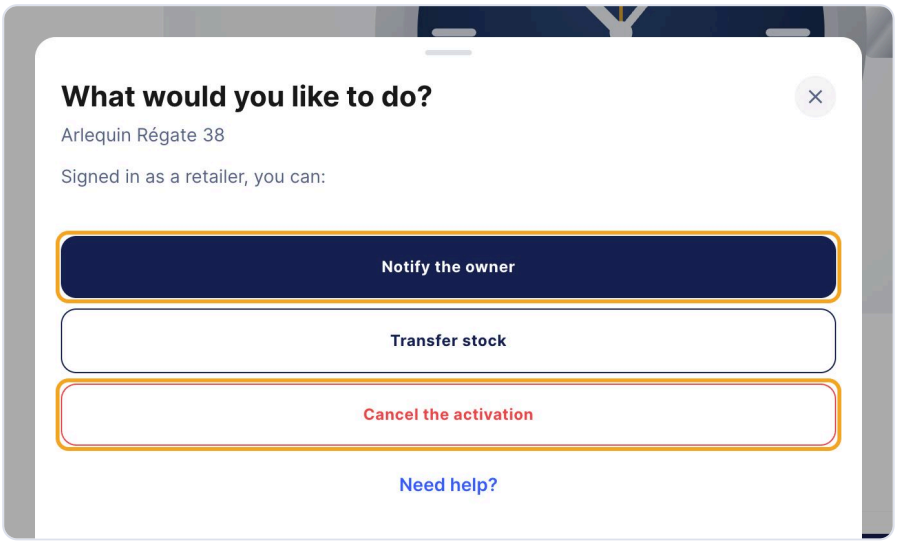
Open **Warranties**, then the watch. Click **Correct the date**. You can correct the date of a warranty you activated as long as the buyer has not confirmed the ownership. After that, ask the manufacture for the correction.



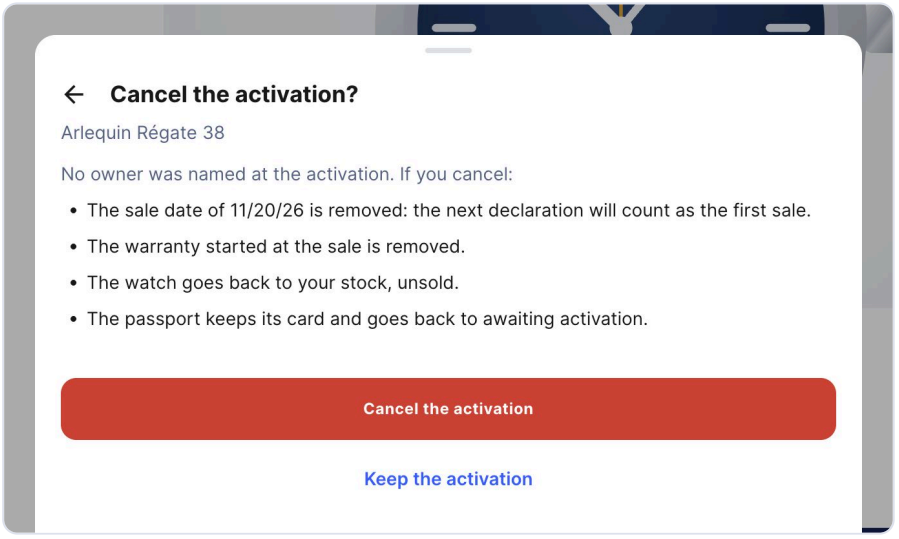
The warranty's page and the Correct the date button.

Wrong watch activated

If you have not added an owner yet, open the watch's passport and click **Cancel the activation**. The screen details what happens: the sale date is cleared, the warranty is removed and the watch goes back to your stock, unsold. Confirm with **Cancel the activation**.



On a watch activated without an owner: Notify the owner, or Cancel the activation.



What cancelling changes, before you confirm.

Warning

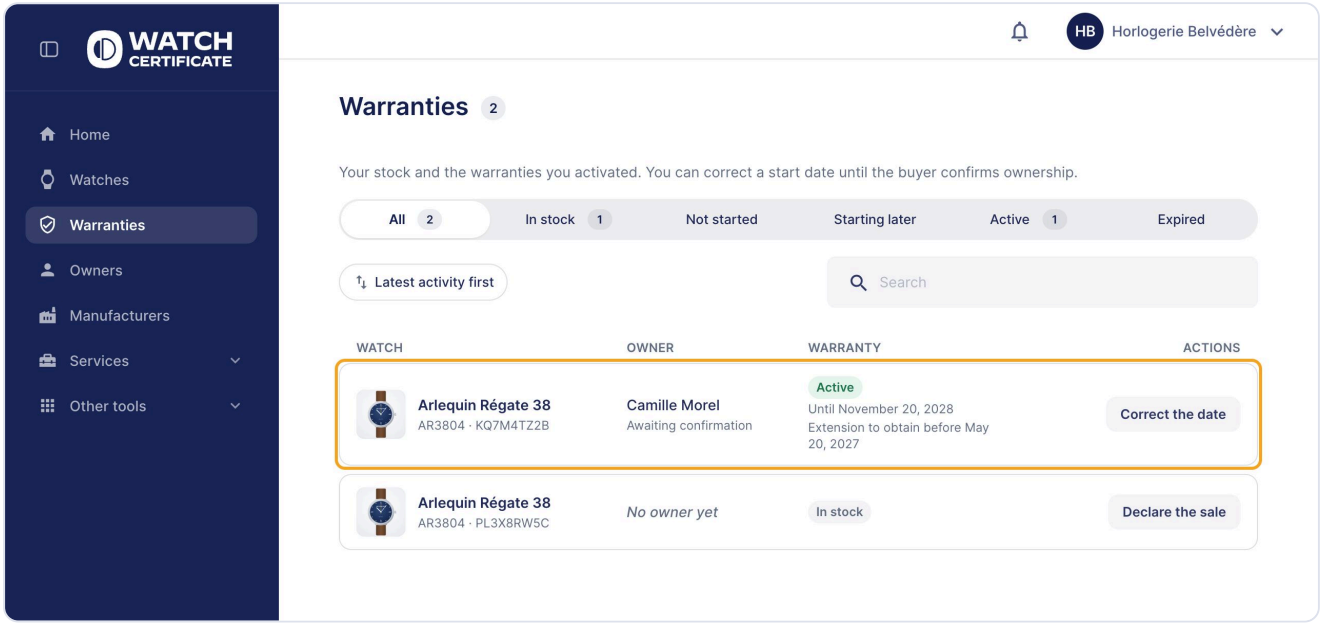
Cancelling is only possible for a watch activated without an owner, and for 3 months after the sale. Beyond that, or if an owner was added, contact the Watch Certificate™ team.

PART D

Finding your warranties

The “Warranties” space

In the menu, click **Warranties**. You see your stock and the warranties you activated: the owner, the end date, the deadline to get the extension. The **In stock**, **Active** or **Expired** tabs filter the list. **Declare the sale** activates the warranty of a watch in your stock from this list.



An active warranty, awaiting the owner's confirmation, and a watch in stock.

Quick recap

1. **Home** › **Activate a warranty**, then scan the card or search the serial number.
2. Check the **Start date** (**Edit** if needed), then **Activate the passport**.
3. Give the warranty card to your customer.
4. **Notify the owner**: their email, then **Send invitation**.
5. A mistake? **Correct the date**, **Cancel ownership transfer** or **Cancel the activation**.

Any question?

Click **Need help?** on your dashboard, or write to your Watch Certificate™ contact. We will get back to you quickly.