PARTNER GUIDE · MANUFACTURE

Activating a warranty

Your watches sell in your own boutique or at your retailers'. This guide shows you how to activate the warranty when you sell directly, how to entrust a watch to a retailer, then how to track and correct activations in Watch Certificate™. In the screenshots, **orange frames** show where to click or what to fill in.

How it works

1. **Direct sale**: you activate the warranty at the time of sale.
2. **Sale by a retailer**: you transfer the watch to their stock. The warranty starts when they sell it.
3. **Tracking**: the **Warranties** space gathers your watches in stock, sold and under warranty.

Good to know

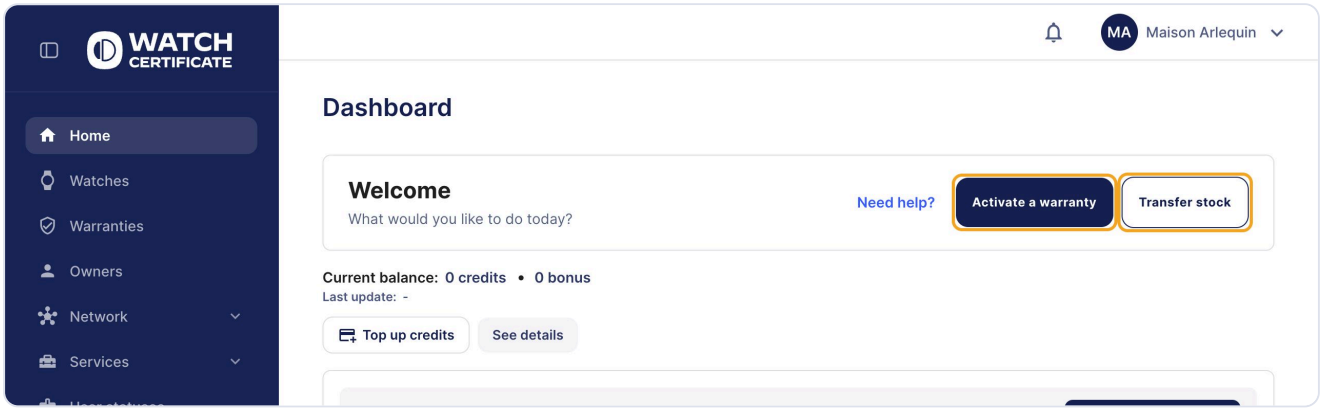
The warranty follows the terms of your warranty programme: its duration and, if you offer one, its extension. They apply to every activation, yours and your retailers'.

PART A

You sell the watch directly

Step 1: click “Activate a warranty”

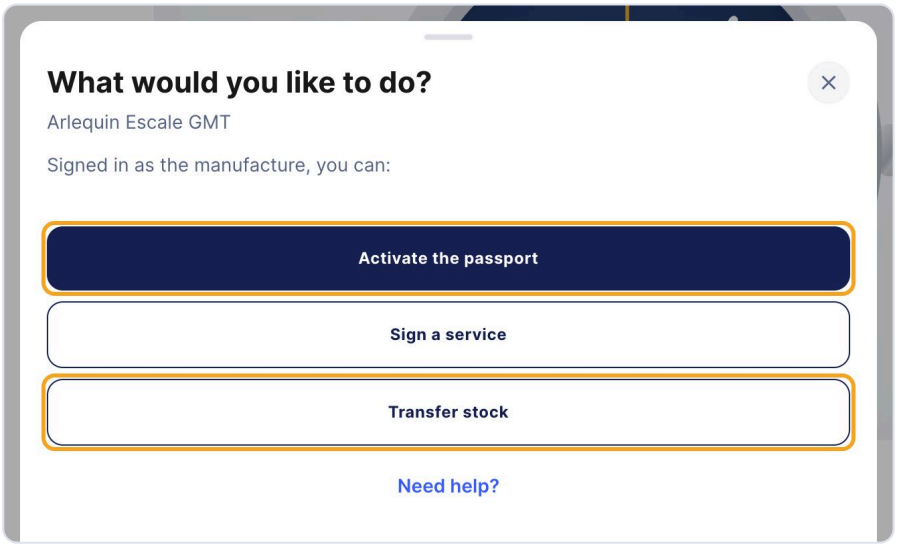
On the **Home** page, click **Activate a warranty**. Scan the watch's warranty card, or search its serial number. You can also open the watch's passport from **Watches**.



Activate a warranty and Transfer stock, on the dashboard.

Step 2: click “Activate the passport”

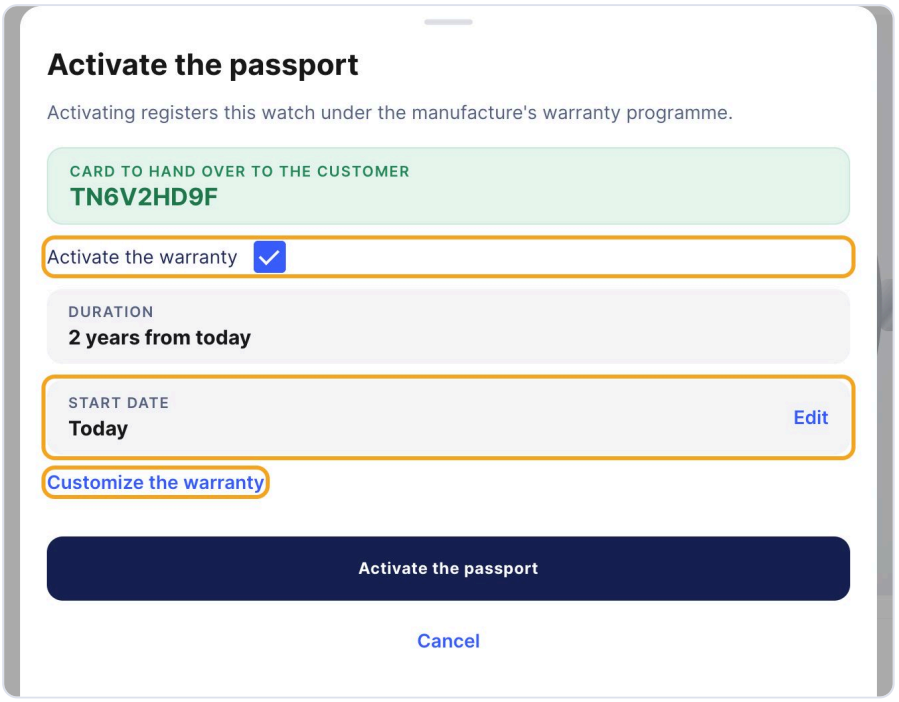
If the question **What would you like to do?** shows, click **Activate the passport**.



Activate the passport for a direct sale, Transfer stock for a retailer.

Step 3: check, then activate

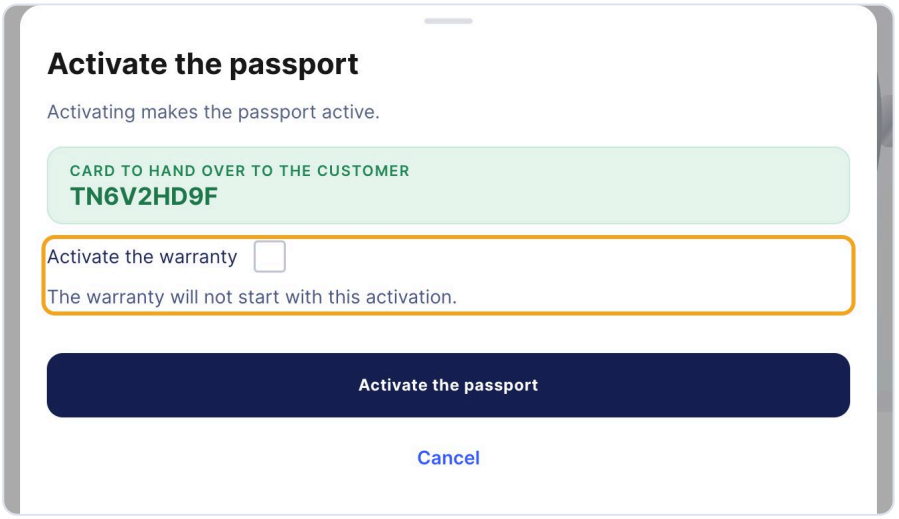
Activate the warranty is ticked: the warranty starts with the activation. Check the **Start date** and click **Edit** if the sale took place on another day, or if the watch is handed over later (at the latest 3 months after the sale). **Customize the warranty** changes its terms for this watch only. Click **Activate the passport**.



The Activate the warranty box, the start date and Customize the warranty.

Selling without starting the warranty

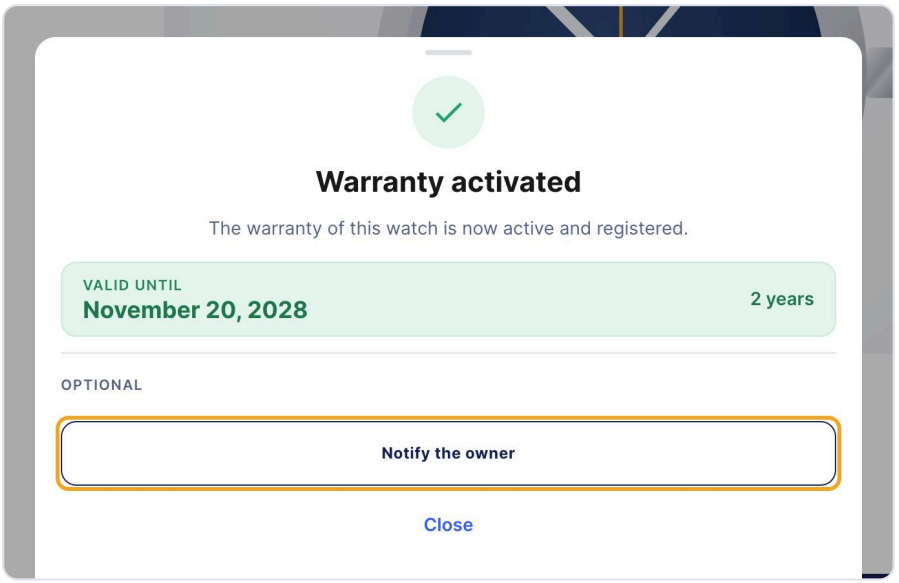
Untick **Activate the warranty**: the passport is activated, the warranty does not start. You can start it later from the **Warranties** space (Part C).



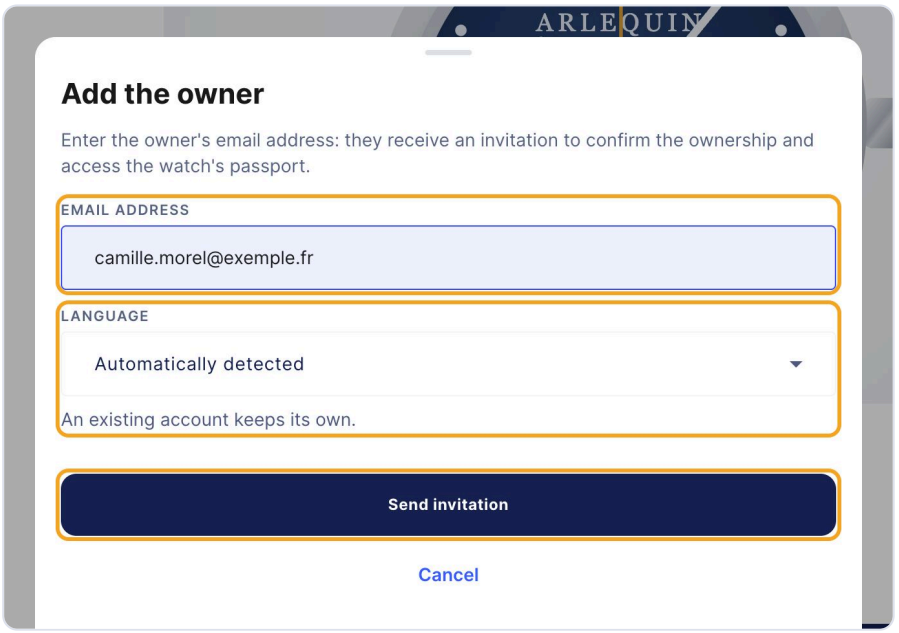
Box unticked: the warranty will not start with this activation.

Step 4: hand over the card and notify the owner

Warranty activated: give the warranty card to your customer. Click **Notify the owner**, enter their **Email address**, then click **Send invitation**. It is optional, but this is how your customer reaches their passport and warranty.



The warranty is activated.



The customer's email and sending the invitation.

What your customer receives

An email **Confirm ownership of your watch**. The link is valid for 7 days, and a reminder goes out if they do not confirm. No account yet? They create their password when they open the link: nothing to prepare.

PART B

You entrust the watch to a retailer

Warning: the transfer does not activate the warranty

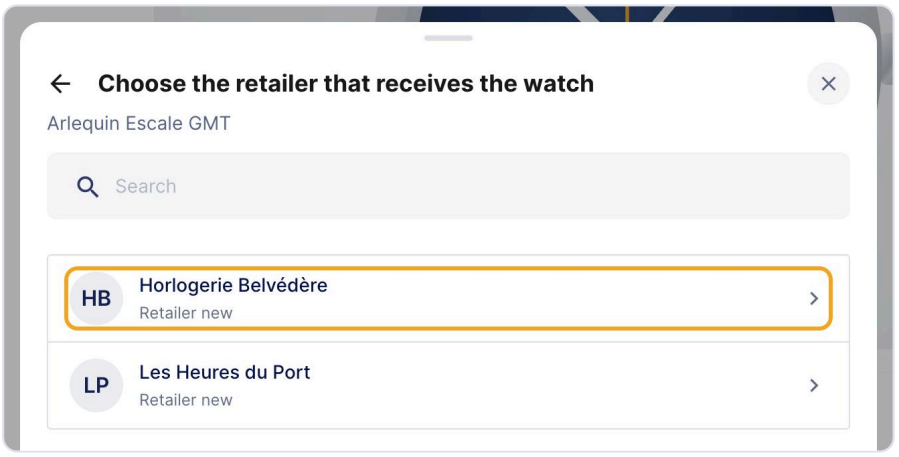
The watch enters the retailer's stock, without a warranty. The warranty starts on the day they activate it at the sale. Send them the retailers' “Activating a warranty” guide.

Step 1: click “Transfer stock”

Open the watch's passport and click **Transfer stock** (screenshot of step 2, Part A). You can also start from **Transfer stock** on the dashboard.

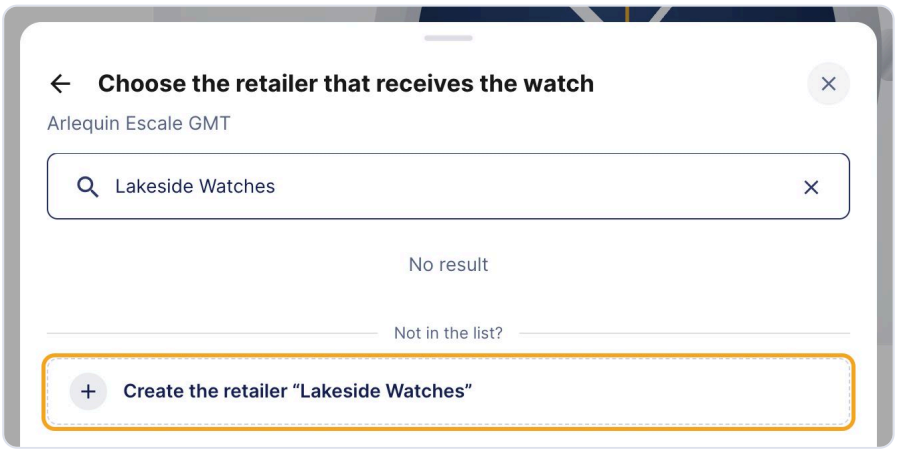
Step 2: choose the retailer

Click the retailer that receives the watch.



Your retailers: click the one that receives the watch.

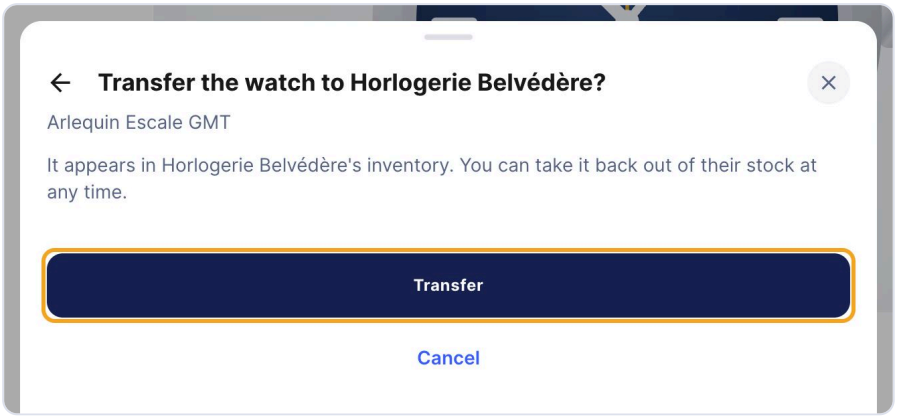
Not in the list? Type its name in **Search**. Watch Certificate™ also looks for it in its directory: if it is there, click **Add**. Otherwise, click **Create the retailer “…”**.



A retailer in neither the list nor the directory: Create the retailer.

Step 3: confirm

Click **Transfer**. The watch appears in the retailer's inventory.



Confirming the transfer.

Step 4: check on the passport

The passport reads **In stock at** followed by the retailer's name. **Remove from stock** takes the watch back into your stock, as long as it is not sold.



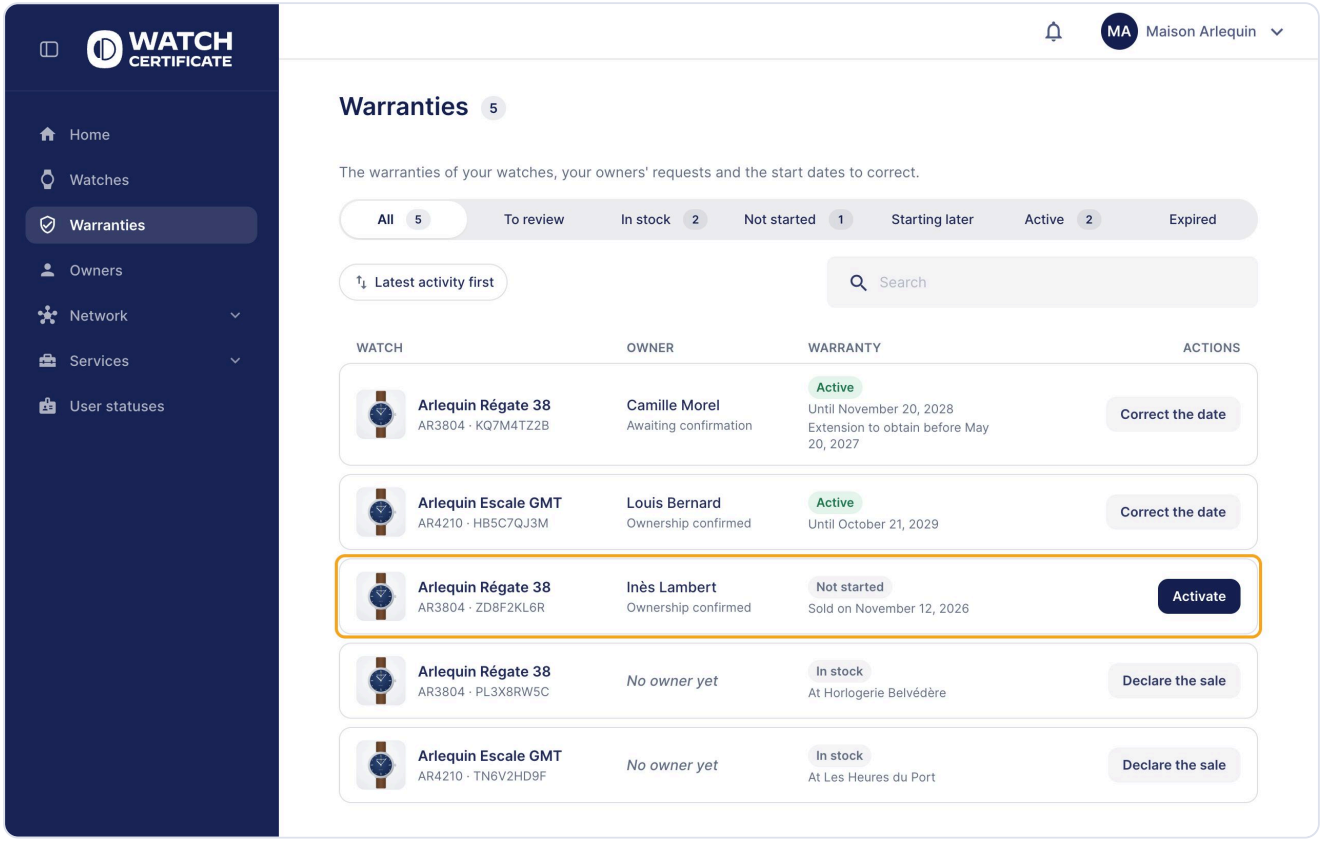
The watch is in the retailer's stock.

PART C

Tracking and correcting

The “Warranties” space

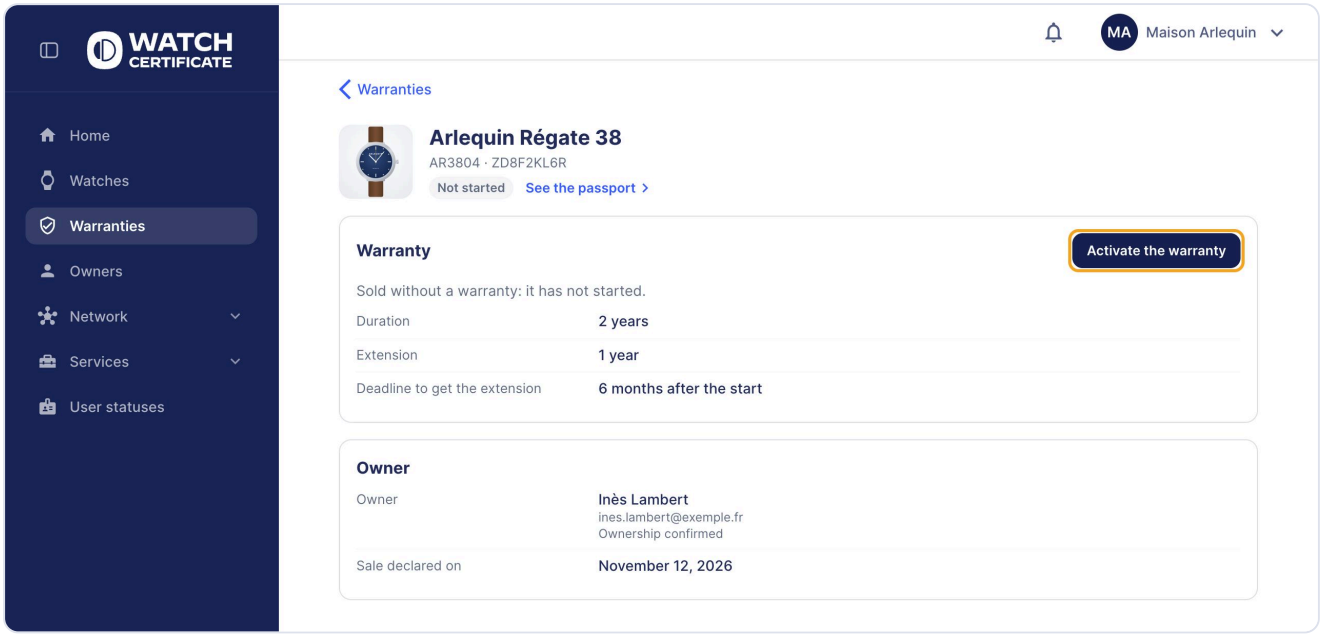
In the menu, click **Warranties**. Every watch shows with its owner and the state of its warranty. The tabs filter the list: **To review** (your owners' requests), **In stock** (with the retailer holding it), **Not started**, **Starting later**, **Active** and **Expired**.



A watch sold without its warranty started, to activate.

Starting a warranty that has not started

On a **Not started** watch, click **Activate**, or open it and click **Activate the warranty**.



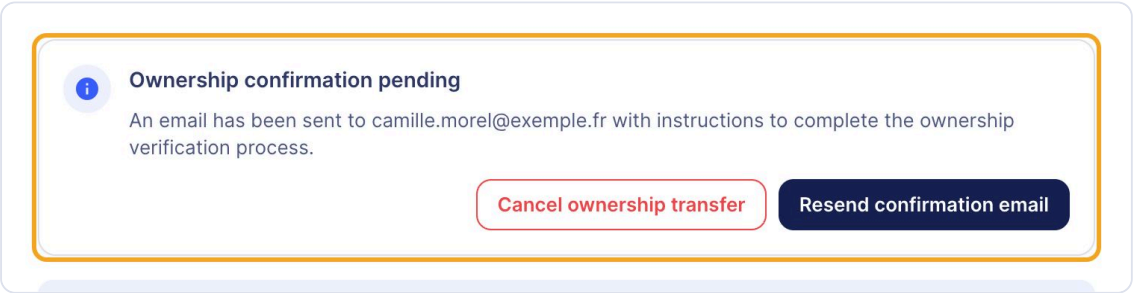
The page of a watch sold without a warranty: Activate the warranty.

Correcting a start date

Click **Correct the date** on the watch's row. You can correct any started warranty of your watches, even one a retailer activated. The owner is told by email.

Wrong email address

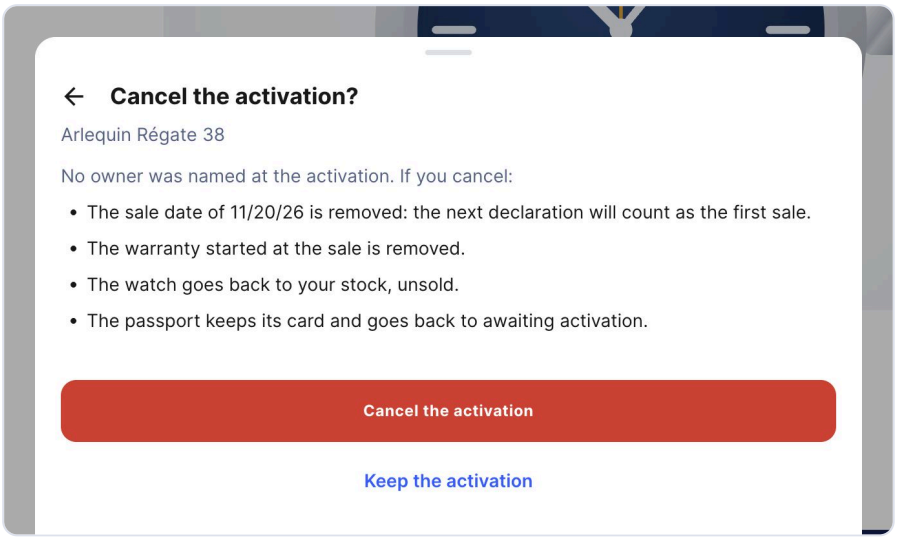
As long as the customer has not confirmed, click **Cancel ownership transfer** on the passport, then add the right address. **Resend confirmation email** sends the invitation again to the same address.



The invitation awaiting confirmation.

Wrong watch activated

You activated the wrong watch, without an owner? Open its passport and click **Cancel the activation**. The sale date is cleared, the warranty removed, and the watch goes back to your stock.



What cancelling changes, before you confirm.

Warning

Only whoever activated the watch can cancel the activation: you for a direct sale, the retailer for theirs. It is possible without an owner and for 3 months after the sale. Beyond that, contact the Watch Certificate™ team.

Quick recap

1. Direct sale: **Activate a warranty**, then **Activate the passport** with **Activate the warranty** ticked.
2. Check the **Start date**, hand over the card, then **Notify the owner**.
3. Sale by a retailer: **Transfer stock**, choose the retailer, then **Transfer**. They activate the warranty at the sale.
4. Track everything in **Warranties**: **Activate**, **Correct the date**.

Any question?

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