



Trusted Seller Guidelines

Name of dealer

We are committed to complying with the following conditions:

1. We operate a commercial watch business. All the information that we post on the platform and give to Chrono24 about our company is truthful.
2. We are a financially established company, we stand by our obligations, and we make our payments reliably and on time.
3. We sell only authentic goods from trusted sources.
4. We truthfully state the condition of our goods and point out any signs of use, defects or damage, where applicable, in writing and in images.
5. We generally offer watches that are in stock and that we can deliver at short notice. If the watches to be delivered are not in stock, we state the expected delivery time. Once a payment is processed, we will deliver the goods within the designated time, provided no other agreements have been made with the buyer.
6. We answer Chrono24 customer inquiries that arrive by e-mail, within five working days.
7. In principle we only ship insured merchandise or bear the shipping risk ourselves.
8. We always strive to ensure the transaction is fair. Should there be disagreements, we will work with the customer to find a mutually satisfactory solution.

We are aware that the violation of one or more of these conditions can lead to the temporary or permanent loss of the Trusted Seller seal or – in the event of serious infringements – of Chrono24 membership.

Place, Date

Signature, Stamp