WatchCert – Frequently Asked Questions

What is WatchCert?

WatchCert is an AI-powered authentication and appraisal platform for luxury and collectible watches. Built on our proprietary AI platform and trained on over 50,000 referenced documents — with more added daily — WatchCert delivers fast, accurate, and trustworthy authentication results.

How does WatchCert work?

Using our proprietary AI platform, WatchCert analyzes high-resolution images and watch details — including dial, case, crown, strap, movement, and serial numbers — and compares them against a growing database of over 50,000 verified reference documents. This process produces an accuracy-optimized score and a detailed authentication report in minutes.

What types of watches can WatchCert authenticate?

We support all watch brands, from mainstream luxury makers to niche, high-value timepieces. Our AI is continuously trained with over 50,000 reference documents, allowing it to authenticate a wide range of models with increasing precision.

How do I submit my watch for authentication?

1. Open the WatchCert app on iOS or Android.
2. Log in or create your account.
3. Select **Start New Authentication**.
4. Upload clear, well-lit images of your watch from multiple angles.
5. Provide any available details, such as brand, model, serial number, receipts, or service history.
6. Submit and receive your AI-generated report.

How long does it take to get a report?

In most cases, you'll receive a report within minutes. The proprietary AI platform processes your watch against 50,000+ reference documents to deliver fast, accurate results.

What image quality is required?

High-resolution, well-lit, and in-focus images are essential. The AI examines micro-details, so blurred or dark photos may delay or affect accuracy.

Can I upload documents?

Yes. Receipts, proof of purchase, service history, and previous appraisals can be uploaded. These are factored into our proprietary AI scoring system and can improve your final result.

How does the 100-Point Authentication System work?

The system, powered by our proprietary AI and 50,000+ document reference library, evaluates your watch in multiple categories:

- **Dial & Hands**
- **Case & Crown**
- **Strap & Clasp**
- **Movement**
- **Serial Number Verification**
- **Metadata Consistency**
- **Bonus Points** for documentation, box & papers, service history, and image clarity

---

What do the scores mean?

- **95+**: High likelihood of authenticity — certificate available for download.
- **80–94**: Likely authentic — physical movement inspection recommended.
- **Below 80**: Likely replica — certificate unavailable.

Does WatchCert provide a certificate?

Yes. If your score is 95 or above, we will email you a digital certificate within **1–2 business days**, backed by our proprietary AI platform and verification process.

Can I view my past reports?

All reports are securely stored in your account and accessible at any time.

How much does WatchCert cost?

- **$2.99 USD** – Includes 1 authentication per month.
- **$4.99 USD** – Includes 3 authentications per month.
  Additional authentications may be purchased as add-ons.

Is there a free trial?

No. All authentications are processed through our proprietary AI platform, and maintaining our reference library of 50,000+ documents requires continuous investment.

How do I cancel my subscription?

You can cancel anytime via your App Store or Google Play account settings.

What devices are supported?

Available on iOS (iPhone/iPad) and Android devices.

What if my report fails to generate?

Check your internet connection, confirm your images meet the quality requirements, and try again. If the issue persists, contact **support@watchcert.com**. You will **not** be charged a credit for failed verifications.

What happens to my data?

Your watch images, documents, and reports are encrypted and stored securely in compliance with our Privacy Policy. You can request deletion at any time.

Do you share my information with third parties?

Never for advertising purposes. We will never share your data for anything other than operating the WatchCert service. Data is only shared with trusted service providers necessary to deliver the service.

Can I use WatchCert to authenticate multiple watches?

Yes — you can authenticate as many watches as your plan allows each month, with additional authentications available for purchase.

Does WatchCert replace a physical inspection?

While our proprietary AI platform offers highly accurate results, we recommend a **physical inspection — including an inspection of the movement — for 100% accuracy**. WatchCert also provides an **online expert inspection** with a trained horologist or watchmaker for additional verification.

Where is WatchCert available?

WatchCert is available globally, though certain features may vary by region.