

WatchIT

watchitpro.com

SHIPPING GUIDELINES

For sellers shipping a sold watch through WatchIT

WatchIT calculates and charges the buyer a shipping fee before the watch is packed and shipped. That fee is based on the package's size and weight. Shipping a small item like a watch in an oversized box (for example, a leftover moving box) increases the chargeable weight used by the carrier, which can result in a higher cost than what was charged to the buyer. To keep this fair and predictable for everyone, please follow the guidelines below.

Packaging

Pack the watch snugly and securely, but avoid unnecessary bulk. A single watch, its box, and papers generally fit well within the dimensions below.

Item	Guideline
Outer box dimensions	Up to 30 × 25 × 15 cm <i>(to be confirmed against WatchIT's DHL rate card)</i>
Total package weight	Up to 2 kg <i>(to be confirmed against WatchIT's DHL rate card)</i>
Padding	Bubble wrap or foam around the watch box, enough to prevent movement in transit
Outer packaging	A single corrugated box or padded mailer — not a repurposed oversized box

These figures are placeholders pending confirmation against WatchIT's actual DHL rate card — replace before this document is published.

Documenting the watch before you ship

Before you seal the package, document the watch and everything that ships with it. This is your record of the exact condition and contents at the moment the Lot left your hands, and it's the fastest way to resolve things if the buyer reports something different on arrival.

Photos — required. Upload reference photos when you mark the Lot as shipped. At a minimum, capture:

What to photograph	Why
Dial, straight-on	Clear, well-lit, no glare or reflections covering the dial

Case back / caseback engraving	Confirms the model, and any personal engraving where relevant
Both sides of the case, and the clasp or buckle	Shows any existing wear, exactly as disclosed in the listing
Serial and/or reference number	Close enough to read clearly
Everything included, laid out together — box, papers, extra links, warranty card, hangtags	Matches what was promised in the listing
The sealed, ready-to-ship package with the shipping label attached	Shows exactly what was handed to the carrier

Video — strongly recommended. In addition to the required photos, record a short, unedited video: walk around the watch and show the dial, case back, and every included accessory, then continue without cutting straight into placing everything in the box and sealing it. An unedited video is much harder to dispute than a single photo, because it shows continuity — what's shown going in is what actually shipped, with nothing swapped in between.

Keep your own copy of the photos and video, separate from what you upload to the Platform, until the transaction is fully completed and the 24-hour inspection window has passed without a dispute (see the General Terms and Conditions, Article 9).

If a dispute is opened, this documentation is the primary evidence used to establish what was actually shipped. Thorough documentation is the best protection you have as a seller.

Extra costs from packaging outside these guidelines

If a package exceeds these guidelines, the carrier may charge WatchIT more than the shipping fee already collected from the buyer at checkout. Any such difference is charged to the seller. This is separate from, and in addition to, the buyer's premium and any other fees.

Insurance

As the seller, you are responsible for arranging and covering shipping insurance for this shipment. WatchIT does not automatically insure outbound shipments on your behalf unless explicitly stated otherwise for your account or region.

Questions about a specific shipment? Contact WatchIT support before marking the item as shipped.

support@watchitpro.com