

WEBSITE LEGAL -----

Authenticity Guarantee

Our authentication and guarantee

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01 Our promise

Authenticity is the foundation of Collect DXB. Every Item we offer is inspected and authenticated by us before it is listed, and we guarantee that each Item we sell is genuine.

02 How we authenticate

Our authentication draws on specialist expertise and reference data. For watches, we examine the movement, dial, case, references and serials, and any service history. For Hermès and other leather goods, we assess blind stamps, date codes, stitching, leather, hardware and construction. For jewellery and collectibles, we check hallmarks, materials and provenance. Where useful, we draw on original documentation, receipts and box-and-papers sets.

03 Vintage condition, restoration and service parts

Our Items are vintage and pre-owned. They may show age, wear and patina, and may contain correct-era service or replacement components, or have been cleaned, conserved, refinished or restored. Where this is known to us, we disclose it in the listing. The presence of disclosed service parts, conservation or restoration does not make an Item inauthentic and is not a defect.

04 What the guarantee covers

This guarantee covers one thing: that the Item is genuine and not counterfeit. It does not turn disclosed condition, age, restoration, refinishing or replaced parts into a basis for return — those are addressed by the description in the listing. If an Item purchased from us is later determined to be counterfeit by the original manufacturer or brand, or by a recognised independent authority acceptable to both parties, we will — on return of the Item in the same condition with reasonable supporting evidence — refund the full purchase price and the original outbound shipping cost. This guarantee does not expire.

05 Independent and unaffiliated

Collect DXB is an independent reseller. We are not affiliated with, authorised by or endorsed by any of the brands whose products we sell, and all brand names and trademarks belong to their respective owners. All authentication is carried out independently by Collect DXB.

06 Questions

For any question about an Item's authenticity or documentation, contact info@collectdxb.com.