

# SHIPPING/MERCHANDISE IN TRANSIT

RePLATEit.com, operated by Helvico Capital Group Corp., will not be held responsible under any circumstances for lost or stolen items during transit from the customer to RePLATEit.com. RePLATEit.com's responsibility on items/merchandise shipped back to the customer will be limited to the amount insured by the shipping or insurance company the customer has chosen from the list of available shipping services offered by RePLATEit.com and accepted by the customer/receiver. **\*IMPORTANT!\*** You must specify in the customs declaration form that the items you are shipping are: "Watch cases and parts to be restored and returned". If you don't do that and we are charged with import duties, additional fees will apply to cover this amount as well as POSSIBLE DELAYS.

## DEADLINES / RUSH ORDERS / TURNAROUND

**It is our strict policy not to process rush orders or to work with deadlines.** You must understand and agree that restoring old pieces is a time-consuming process. In order to offer extremely competitive prices and high quality, you must allow the time needed.

*Provided average turnaround times are not to be taken as guaranteed delivery dates.* Please understand that these are average turnaround times only and it is a variable that we cannot control. Patience is key. If you believe that the completion of your project is time-sensitive, please do not send your project at this point. **We are not able accommodate any type of time sensitive projects.**

*This is a term you must agree with before sending your project. We deeply appreciate your co-operation in this matter.*

## CASE TUBES

Case tubes left on the watch cases, especially Rolex type screw down tubes, may be affected from the refinishing process. Despite our best efforts to protect them, they might have to be replaced after the refinishing and replating process. This is why we strongly recommend removing them prior to sending for refinishing. This will ensure a better-quality finish and it will also protect the tube.

We take no responsibility on damaged case tubes left on the case. Any type of case tube left on the case will be at your own risk.

## WATCHES SENT COMPLETE

We will not be held responsible under any circumstances for mechanical problems occurred on movements or other parts during transit and/or disassembly by our watchmaker on watches that are shipped to us complete and not as instructed, completely disassembled with the movement removed. Please make sure not to send your watches complete. Additional fees may apply if during re-assembly of your watch, parts need replacement or problems with the movement occur.

## REFINISHING RESULT

Result may vary depending on the condition, material and shape of the item worked on. We will do our best possible to restore and refinish your item or watch case to the closest original condition. Certain finishes are not possible to reproduce, but we always choose the best style of finish based on the actual condition and shape of the item. If we believe it will not look good, we will not do it. There are a lot to take in consideration when restoring and refinishing an old piece or watch case. We take the initiative to go ahead and do whatever we believe the best, and most decisions are taken on the spot while working on the piece. This is a term you need to accept in order to send us your items to be refinished and re-plated. Under any circumstances we will be the judge to determine if a watch case or watch part sent for re-finishing is worthwhile re-finishing. There are a number of reasons why you would consider re-finishing a watch case, it will be up to you to decide if its worth re-finishing or not.

## GASKETS, SEALS, CRYSTALS & SPRINGS

Please remove all types of gaskets, metal, rubber or Delrin seals as well as all types of springs including bezel springs. These will likely get damaged or lost during the refinishing and re-plating process. We do not take any responsibility on old metal or rubber gaskets, especially those that are already damaged or cracked. Please carefully remove them before sending the related parts to be worked on. If you do not know how to safely remove them, please seek the assistance of a professional watchmaker.

Please remove all types of crystals from the case and case back. We take no responsibility if those get damaged or lost during the refinishing and replating

process. In most instances, if the crystal is left on the part, it prevents us from maximizing the refinishing result.

## RE-ASSEMBLING A WATCH AFTER REFINISHING

In some cases, while re-assembling the parts refinished, some minor adjustments may be required on the parts refinished for fitting, after the refinishing process. We take every possible precaution and care to ensure proper fitting, however this is not a production process and every item worked on has individual problems and needs that may require addressing. It is important that you understand that this may be required and that you agree that all parts sent to us for refinishing are subject to this condition. Your cooperation is vital on this matter.

## PAINTED, PRINTED AND OTHER COLORED SIMILLAR PARTS

We ask that all printed, painted or colored parts are removed from the parts being refinished before sending them to us. Parts such as bezel inserts, dial rings, painted or printed crystals with any type of sticker, print, or other paint like finish, will need to be removed before refinishing. While we do our best to protect any type of such finish, we take no responsibility on any type of print, color, paint or other similar type finish left on the parts sent to us for refinishing in the event it gets damaged or lost during the process.

**Last update: Dec 29th 2025**

**Please print or save a copy for your records**

PDF file available soon