

## How do I know my Chanel is authentic?

We know how shopping for pre-owned luxury handbags online can be a nervous experience, and it requires a lot of trust. We don't take that lightly, and always strive to go above and beyond with our customers by:

- Offering a **lifetime double-your-money-back guarantee on authenticity** for every purchase at our store, which never expires. That means if your item you purchase from us is ever to be found not authentic, we will double your purchase price. If you paid \$2,000 for your bag, and your bag you purchased is not authentic, we would refund you \$4,000. That is our guarantee and our guarantee alone.
- Offering **complimentary authentication** for your purchase through our voucher code program with a third party Chanel authentication service Etinceler (of course, you are free to use whomever you choose, but this is just the service we pay for). *If you would like to use our complimentary authentication offering, please follow the steps outlined in the email sent to you along with your code.*

To strictly adhere to our own guarantees, we have a very rigorous authentication process we put every single product through prior to offering it for sale. However, for each customer's peace of mind and for record-keeping, we encourage all of our customers to get their Chanel purchase authenticated by an expert third party.

If you would like to get your bag authenticated on your own, there are several reputable authentication services out there specializing in Chanel, with varying levels of services. While these services are online contacts, their services vary from email photo authentication to in-person authentication, multi-page report documentations, certificates, etc.

- [LeatherSurgeons.com](http://LeatherSurgeons.com) - nearly three decades of partnership with Chanel as Chanel's main back-end repair service, this dedicated repair craftsman has now extended their service offerings to authentications
- [EtincelerAuthentications.com](http://EtincelerAuthentications.com) - over 25 years of experience only servicing Chanel, they have served as expert witnesses to various public and private fraud investigations, court cases, transaction fraud, etc. *Their service is the service we pay for at the basic level, but many customers have upgraded their service with them for a certificate, or other higher priced service offering.*
- [Authenticate4U.com](http://Authenticate4U.com) - servicing various brands, including expertise in Chanel
- [AuthenticateFirst.com](http://AuthenticateFirst.com) - servicing various brands, including expertise in Chanel
- **The Purse Forum** - volunteer authenticators at the Purse Forum's Chanel subforum can give you an opinion for free. <http://bit.ly/chanelauth>

Chanel will not officially authenticate bags at the store/boutique, in part due to the lack of knowledge of sales associates for all models the brand has released, but also due to legal reasons, in addition to the brand's interest in discouraging the secondary market.

If you have further questions, please do not hesitate to contact us at [customerservice@boutiquepatina.com](mailto:customerservice@boutiquepatina.com).

**Thank you so much for purchasing your pre-owned Chanel, and trusting us with this very large purchase.**