VerifyX100 · Terms of service

Last updated 2026-10-29

1. Who we are

VerifyX100 is an online authentication service for luxury items, operated by FATIH, LLC, an Illinois limited liability company based in Illinois, USA ("VerifyX100", "we", "us"). You can reach us at support@verifyx100.com.

By creating an account or submitting an item, you agree to these terms and to our Privacy policy. These terms also refer to policies we haven't published yet: the Refunds and credits policy, the Credit expiration policy, the On-time promise, the Authentication disclaimer, the VX Vision AI disclosure and the Cookie policy. We'll publish each of them on verifyx100.com/legal, and tell you by email, before credit purchases open; buying credits after that means you agree to them. If you don't agree, please don't use VerifyX100.

You must be at least 18 years old and able to enter a binding contract to use VerifyX100.

2. Using VerifyX100

VerifyX100 gives an opinion on whether an item appears authentic, based only on the photos and details you send. We never see or handle the physical item.

You agree: - to send photos of an item you own or are allowed to have checked; - to send photos you took or have the right to share; - not to edit photos to mislead us; - not to use VerifyX100 for any unlawful purpose, including selling items you know are counterfeit.

We may refuse a request that breaks these terms before work on it starts. If we do, its credits are returned to your balance.

VerifyX100 is independent. It is not affiliated with, endorsed by or authorized by any brand whose items it checks. Brand names are used only to identify items.

3. Credits and payments

Credit purchases are temporarily unavailable while our payment system is under maintenance. Until they open, you can create an account, explore our services and prices, and check certificates, but you can't buy credits. When purchases open:

- Authentications are paid for with VerifyX100 credits, bought in packs on verifyx100.com. Prices are shown in US dollars, and you see the total before you pay.
- Payments are processed by Stripe. We never see or store your full card number.
- Credits pay for authentications only. They have no cash value except as described in our Refunds and credits policy, and they can't be transferred or exchanged for money.
- Credits expire 12 months after the purchase they came from, as described in our Credit expiration policy. Your balance shows each expiry date.
- Refunds and returned credits are covered by our Refunds and credits policy.
- If you dispute a payment with your bank, the unused credits from that purchase are held until the dispute is settled. If the dispute is decided in your favor, those credits are removed.

4. Turnaround and the on-time promise

When you submit an item, you see its turnaround time. If no expert is assigned to its category yet, your order waits as "Pending expert assignment": no credits are taken and no completion time applies until an expert accepts it for review. Then the credits are taken, the turnaround starts and we tell you when your result is due. You can cancel before then at no cost. Our On-time promise explains what happens if

we miss it.

If our experts need more photos, we ask you for them and the clock pauses until they arrive. You have 72 hours to send them. We send reminders before the deadline, and we may extend it by up to 72 hours if you ask before it passes. If the requested photos aren't sent in time, the case is closed as Unable to verify and its credits aren't returned, because review work had already started.

5. Results and certificates

Each case gets one of three results: Authentic, Not authentic or Unable to verify.

- Human experts decide. At least two experts review each case separately, each without seeing the other's verdict, and a senior expert settles any disagreement.
- Results may be supported by VX Vision, our AI-assisted review, described in our VX Vision AI disclosure. VX Vision never decides a result.
- Every result is an opinion, not a guarantee. Our Authentication disclaimer explains what a result does and doesn't mean, and it applies to everyone who sees a result or certificate.

For Authentic and Not authentic results we issue a certificate with a QR code that anyone can open on verifyx100.com. A certificate refers only to the item shown in its photos. We may correct, reissue or withdraw a certificate if we learn it is wrong or was obtained by misleading us; the certificate page always shows its current status, and its history is kept.

Physical QR tags, when offered, link an item to its certificate. They don't prove that the item carrying them is the item that was checked.

6. Limits of liability

To the extent the law allows: - VerifyX100 is provided "as is" and "as available". - FATIH, LLC is not liable for indirect, incidental, special or consequential losses, including lost profits or losses from buying or selling an item. - Our total liability for any claim about a case is limited to the amount you paid for the credits used on that case.

Nothing in these terms limits rights you have under consumer-protection laws that can't be waived.

These terms are governed by the laws of the State of Illinois, USA. Any dispute that isn't resolved informally will be decided by the state or federal courts located in Illinois, unless the law where you live gives you the right to bring it elsewhere.

7. Contact

FATIH, LLC (VerifyX100), Illinois, USA. Email: support@verifyx100.com.

We may update these terms. If a change is significant, we'll tell you by email or on the site before it takes effect. The date at the top shows the latest version. Using VerifyX100 after a change takes effect means you accept the updated terms.