



Please fill out the form below to enable us to process your scrap as quickly and efficiently as possible.

CUSTOMER DETAILS

Company Name: _____ Contact Information: _____

Physical Address: _____

Postcode: _____ VAT Number: _____

PLEASE MAKE SURE YOUR PARCEL IS A MINIMUM OF £750.00 AND A MAXIMUM OF £2500.00 AND THAT YOU GET A RECEIPT FROM THE POST OFFICE TO ENSURE YOUR PARCEL IS INSURED FOR THE CORRECT VALUE. PTO FOR FAQ'S

PLEASE LIST WEIGHTS WITHOUT BAGS

THIS SIDE IS FOR CAMPBELL COYLE USE ONLY

Please try and remove stones and base material

AG 925		
9CT & 9HM	:	
14CT		
14HM		
15CT		
15HM		
18CT		
18HM		
20CT & 21CT	:	
21CT		
22CT		
22HM		
PTCT & PTHM	:	
OTHER		
MELT & ASSAY LEMEL/MIXED SCRAP/SCRAP WITH STONES	Weight: Grams	Please circle which element/s you need assaying for: AU AG PT PD

PLEASE NOTE CAMPBELL COYLE BAGS ARE DESIGNED FOR UP TO £2500.00 GOLD/PLATINUM
WE DO NOT OFFER A FREEPOST SERVICE FOR SILVER ONLY PARCELS

PAYMENT DETAILS Please Mark Clearly Required Payment Method: <input type="checkbox"/> CASH <input type="checkbox"/> CHEQUE * <input type="checkbox"/> BACS ** *Sorry NO third party cheques, **BACS require registration of your bank details	Bank Sort Code	
	Bank Account Number	
	Account Name	
	Branch	

Step by step instructions on how to use the Campbell Coyle Gems prepaid envelope service

1. Please enclose the fully completed form overleaf. Keep a copy of the contents in case the parcel is lost.
2. The value of the contents should not exceed the £2500.00 insurance cover.
3. Using the Royal Mail special delivery sticker provided, tick the relevant insurance value, and stick it to the front of the parcel. At the Post Office counter, get a Special Delivery receipt (**our license number is LON13320** and it insures your parcel up to £2500.00).
4. Please mark multiple parcels on the OUTSIDE with 1 of 2, 2 of 2 etc. A copy of the full list can be included in each parcel. This helps us match your parcels up and process them all together for you.
5. If you ever require "part cash, part cheque," you will need to separate the scrap accordingly.

FREQUENTLY ASKED QQUESTIONS:

How do I get more prepaid envelopes?

We normally replace the number of envelopes received but if you require more please call 07543 375188 or alternatively 07759 807368, 07511 807529.

Why didn't I receive any Special Delivery envelopes with my payment?

If your prepaid envelope was under £750.00 (our minimum) or just contained silver; we will not replace the envelope and would have reclaimed the cost of the last postage, from your payment.

How will I be paid?

As requested on the paperwork sent with your parcel. If nothing is selected, we will default to the last payment method.

How much will I be paid?

We always guarantee the prices based on the AM FIX of the day we receive the parcel. Our standard terms are 96.5% for CASH, less postage and 97% for CHEQUE or BACS.

When will I be paid?

We endeavour to turn around your parcels on the same day we receive them. There may be times when we receive higher volumes than normal; on such days we will finish the remaining parcels the following morning at the same rate.

Why haven't I received my payment yet?

Before you call us please check online with the post office tracking at www.royalmail.com to make sure your parcel has reached us when expected. If it has been delivered you can call the Campbell Coyle Gems office on 07543 375188 or any of the alternative numbers 07759 807368, 07511 807529 and we can check our system to see when the payment left us.

If it has not been delivered, please call the Royal Mail on 03457 740 740 to track your parcel. If you need to claim for a missing parcel you will need to supply us with the details of the parcel and proof of postage, and we will make the claim.

If a cash payment parcel goes missing on its way to you then Campbell Coyle Gems will need to claim for the parcel, and you will be sent a form to sign to confirm you never received the monies. Once you have signed this form, we need you to send us a copy and post the original to the royal mail. We can then send you the replacement monies.

When will I incur a Melt & Assay charge?

When we have large volumes of non-separated carats or high volumes of stones or base material in your parcel, we may have to melt & assay the scrap. The payment will be processed when the assay results come through, not on the day we received the parcel. Following batch testing on higher carat, unhallmarked, Asian gold, the fineness results came below the expected 22ct at between 750 and 916. For large amounts of around 100g+ we will melt & assay the items at a cost of £36.00+vat (au only).

What does 'hold 7 days' mean on my invoice?

If there are any differences in the stated carats from the tested items, we will pay for what the item has tested at. We will keep the item for 7 days in case you require it back. If you want the item returned, we will invoice you for the return of the payment, with postage and happily return the item to you.

Why are Hallmark prices different to stamped items?

Because a British hallmark is the only guarantee of the fine metal content, we generally pay more for British hallmarked items. For hallmark information, please visit, www.assayofficelondon.co.uk/hallmarking/uk-hallmarks

Why haven't I been paid for my platinum heads?

We only pay up to 18ct on heads because many have gold solder or have been re-tipped with gold. Also, in some cases they turn out to be palladium. You can always save these heads with other mixed metal items for a full melt and assay service.