

FOLLOW THE STEPS BELOW TO SECURELY USE OUR SERVICE:

1

Please complete this form with your details, including the payment type you prefer.

2

Make a copy of your Drivers Licence, Passport, Keypass or other Photo ID.

3

Place this completed form, the copy of your Photo ID and all your Gold items into the envelope provided, then lodge with signature on delivery at your local Australia Post outlet.

For assistance, please call us on (04) 99 883 129

YOUR STATEMENT REGARDING THE OWNERSHIP OF THE GOODS DESCRIBED BELOW:

I declare I am the legal owner of the goods described below: (Please supply details of the Goods you are providing us)

| | | | | |
|---|----------------|----------------|--------|------------|
| First Name: | | Last Name: | | |
| Address: | | Suburb: | State: | Post Code: |
| Phone: (Daytime) | (After Hours): | Email Address: | | |
| <p>TWM Gold Buyers Mail will contact you upon receipt of your goods and quote you the price our company determines your gold items are worth compared to the current Gold spot price for refining your metals.</p> <p>If you accept the quoted price, TWM Gold Buyers Mail will pay you the total quoted price in Australian Dollars to your nominated Bank Account or send you a cheque upon acceptance of our quoted price.</p> <p>I, the undersigned, being the customer and legal owner of all described goods, declare that I have read, understand and agree with all the terms and conditions set out on the reverse of this form.</p> | | | | |
| Signature: | | | Date: | |

YOUR PAYMENT DETAILS:

Cheque to the above address

Which payment method would you prefer?

Bank deposit via the details supplied below

| | |
|---------------|-----------------|
| Account Name: | |
| BSB: | Account Number: |



TERMS AND CONDITIONS

1. INSURANCE COVERAGE AND CLAIM PROCEDURE

1.1 Insurance Agreement

By signing this document, you acknowledge that you have read, understood, and agreed to the terms of our insurance policy.

You will receive a separate document that includes your Australia Post tracking number along with an estimated insurance claim value, which was provided based on a prior phone consultation with TWM Gold Buyers Mail.

1.2 Maximum Coverage

The maximum available insurance coverage for your package is \$2,000 AUD.

1.3 Required Documents for Claims

To initiate an insurance claim, you must retain the following:

- The document titled "Your Information Regarding Our Insured TWM Gold Mailing Service," which includes both your tracking number and the quoted insurance value in Australian Dollars.

- The proof of lodgement receipt from Australia Post at the time of mailing.

Additionally, all packages must be sent using a service that offers signature on delivery.

Failure to provide these documents when requested will result in the invalidation of your claim and any insurance coverage.

2. SHIPPING AND RETURN PROCEDURES

2.1 Insurance Coverage During Shipment

Once we have received your package, Australia Post will provide proof of delivery to TWM Gold Buyers Mail, confirming that we are in possession of your items.

Insurance coverage remains active while your items are under our care for evaluation purposes.

2.2 Return of Goods

If you request that your items be returned, TWM Gold Buyers Mail will use Australia Post's Registered Post service to send your items back to you.

You will receive a new tracking number, and we will inform you of this number prior to shipment. A proof of lodgement receipt will be retained

and a signature upon delivery will be required. Insurance coverage will also be applied during the return shipment.

Once you receive your items, you will need to sign to acknowledge delivery. Upon signing, the insurance contract will be deemed terminated.

If your goods are lost in transit on the return journey and Australia Post cannot provide proof of delivery, your insurance claim will be processed for the quoted value.

3. CLAIMS AND LIABILITY

3.1 Loss and Investigation Process

If your package is lost during transit, Australia Post's investigation procedures will be followed. Your package must be officially declared lost by Australia Post before any insurance claim can be processed. Insurance claims will only be considered once this declaration is made.

3.2 Insurance Fraud

If you file an insurance claim after receiving your items and Australia Post has proof of delivery, this constitutes insurance fraud.

Fraudulent activity is a criminal offense, and TWM Gold Buyers Mail reserves the right to take legal action against any individual suspected of committing fraud.

4. CUSTOMER-PROVIDED POSTAGE

4.1 Shipping Via Third-Party Services

Should you decide to send your items through a postage service other than the Registered Post service provided by TWM Gold Buyers Mail, your shipment will be subject to the terms and conditions of the service you choose. Insurance coverage by TWM Gold Buyers Mail will not apply to packages sent through any unapproved third-party service.

4.2 Signature Requirement

Regardless of the service used, it is a requirement that a signature on delivery service be employed when sending your items to us.

5. DECLARATION OF OWNERSHIP

5.1 Legal Ownership of Goods

By signing this agreement, you confirm that you are the lawful owner of the goods you are sending to TWM Gold Buyers Mail. You further declare that these items are:

- Not stolen or illegally obtained.
- Not subject to any legal claims or encumbrances.
- You have the legal right to sell these items and receive payment for them.

TWM Gold Buyers Mail reserves the right to report any suspected illegal activity to law enforcement authorities, including the police and other relevant agencies.

6. TERMS OF SALE AND SERVICE

6.1 Acceptance of Offer

Once your items are received, we will contact you using your preferred method of communication. If you accept our offer, a binding contract of sale is formed, and we will issue payment as agreed, using your nominated payment method. Please note that verbal agreements are legally binding, and will be treated with the same legal effect as written agreements.

6.2 Right to Refuse the Offer

You are not required to accept the offer made by TWM Gold Buyers Mail. Should you decide not to accept the offer, any items containing precious metals will be returned to you at no charge.

6.3 Exclusion of Payment for Diamonds and Gems

TWM Gold Buyers Mail will only pay for the precious metal content of your items (gold, silver, platinum) No payment will be made for diamonds, gemstones or any other stones that may be attached.

6.4 Treatment of Items Containing Stones

We do not remove stones or diamonds from your items. If your items contain both precious metals and stones, the quoted value will reflect only the precious metal content. Any diamonds or stones will be forfeited upon your acceptance of our offer. If you wish to retain these items, please do not include them in the shipment.

6.5 Return of Non-Metallic Items

In the event that we determine that your items do not contain any precious metals, and you request their return, you will be charged a \$20 AUD fee to cover postage and handling costs. This fee must be paid before the items are returned. The original insurance coverage will become void, and your insurance will revert to the standard \$100 AUD insurance provided by Australia Post.