



PRESMAN MASTERMELT

Trusted Since 1945

THANK YOU FOR CHOOSING PRESMAN'S PRE-PAID POSTAL SERVICE

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

CUSTOMER DETAILS

Company Name: _____ Contact Info: _____

Address: _____

Postcode: _____ VAT Number: _____

Presman Account Reference: _____

PLEASE MAKE SURE YOUR PARCEL IS A MINIMUM OF £750 & MAXIMUM OF £2500 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

Please try and remove stones and base material

THIS SIDE IS FOR PRESMAN USE ONLY

| | | |
|---|---------------------|---|
| AG 925 | | |
| 9CT & 9HM | : | |
| 14CT | | |
| 14HM | | |
| 15CT | | |
| 15HM | | |
| 18CT | | |
| 18HM | | |
| 20CT & 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 PRESMAN PRE-PAID BAGS ARE DESIGNED FOR UP TO £2500 GOLD/PLAT
WE DO NOT OFFER A FREEPOST SERVICE FOR SILVER ONLY PARCELS

PAYMENT DETAILS

Please Mark Clearly Required Payment Method:

☐ CASH ☐ CHEQUE * ☐ BACS **

* Sorry NO third party cheques,

** BACS require registration of your bank details.

| | |
|-----------|--|
| Sort Code | |
| Acc No | |
| Acc Name | |
| Branch | |

For any queries please contact us on scrap@presman.co.uk or 020 7400 3485

For fix and scrap prices please visit our website www.presman.com or call the recorded price line on 020 7404 0903

How to use the Presman 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 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).*
- 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.**

How do I get more prepaid envelopes?

We normally replace the number of envelopes received but if you require more please call 0207 400 3485

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

If your prepaid envelope was under £750 (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 Presman office on 0207 400 3485 and we can check our system to see when the payment left us.

If it hasn't 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 Presman 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+vut (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

See some of the popular fake items at www.mastermeltgroup.com/presman/beware

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.