



## Follow these easy steps to get your cash4coins...

- 1 Complete your payment and contact details below and include this form with the coins and banknotes.
- 2 If you are using our courier or drop off service a label will be emailed to you. Packing instructions are on our website.
- 3 If your currency is being sent by Royal Mail cut out the label below and add your email address for notification of arrival.

**C4C Services**  
**C/O TXL Logistics**  
**Unit 3B**  
**8 Cowley Road**  
**Poole**  
**BH17 0UJ**

Write your email address here please to be notified of receipt:

Name: .....

Address: .....

Postcode: ..... Email: ..... Date: .....

Telephone: ..... Mobile: .....

*By completing this form you are agreeing to our terms and conditions printed with this form.*

Please print, complete and send with your currency. If you require any help please contact us at [admin@cash4coins.co.uk](mailto:admin@cash4coins.co.uk) or call **0161 635 0000**.

**For large or regular volumes of currency please contact us and we will always offer the highest rates.**

**PACKAGING** Instructions are on our website or please call for advice.

### C4C Office use only.

Date received	<input type="text"/>	Package weight	<input type="text"/>	Expected weight	<input type="text"/>	Free post Yes/No	<input type="text"/>
Arrival email sent date	<input type="text"/>	Estimated sort date	<input type="text"/>	Actual sort date	<input type="text"/>	Sort team	<input type="text"/>
Value	<input type="text"/>	Recycle weight	<input type="text"/>	Offer sent date	<input type="text"/>	Offer accept date	<input type="text"/>
Payment type (CQ/BACS/PP)	<input type="text"/>	Cheque number	<input type="text"/>	Payment date	<input type="text"/>	Payment email sent	<input type="text"/>

Additional information.

Please tick your preferred payment method and complete below as required:

**Bank transfer UK only. Worldwide by Paypal only or bank transfer by prior agreement**

Bank Name: ..... Account Name: .....

Bank Sort Code: ..... Account Number: .....

**Paypal**

Paypal account email address: .....

**Charity Donation**

I request that my payment is made to the charity ticked below.

Please donate this currency to:

**ALZHEIMERS'S SOCIETY**       **RSPCA**       **BREAKTHROUGH BREAST CANCER**

**BBC CHILDREN IN NEED**       **HOSPICE UK**       **OTHER:** please write name here .....

*We endeavour to sort and purchase your currency in 7-21 days.*

## Our terms and conditions

### 1 These terms

**1.1 What these terms cover.** These are the terms and conditions on which we supply our currency exchange service to you (our **Service**).

**1.2 Why you should read them.** Please read these terms carefully. These terms tell you who we are, how we will provide our Service to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

**1.3 Are you a business customer or a consumer?** In some areas you will have different rights under these terms depending on whether you are a business or consumer and these are identified accordingly. You are a consumer if:

**1.3.1** You are an individual.

**1.3.2** You are buying our Service from us wholly or mainly for your personal use (not for use in connection with your trade, business, craft or profession).

**1.4 If you are a business customer this is our entire agreement with you.** If you are a business customer these terms constitute the entire agreement between us in relation to our Service. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of us which is not set out in these terms and that you shall have no claim for innocent or negligent misrepresentation based on any statement in this agreement.

### 2. Information about us and how to contact us

**2.1 Who we are.** We are Coin & Note Sales Ltd T/A Cash 4 Coins. Our address is C4C Mail Centre, Arena Business Centre, Holyrood Close, Poole, BH17 7FJ.

**2.2 Regulation.** We are registered with HMRC as a Bureau de Change with a licence to operate. We are also a member of the IBNS, the International Bank Note Society.

**2.3 How to contact us.** You can contact us by telephoning our customer service team on 0161 635 000 or by writing to us at Admin@cash4coins.co.uk or to our address above.

**2.4 How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in the Currency Exchange Form (as referred to at clause 3.1 below).

**2.5 Our Service.** We only exchange coins and bank notes. The minimum weight of currency we accept is 5kg. If you have less than 5kg and would like to donate your currency to charity we can organise that for you. Please see clause 5 below for our terms in this regard.

**2.6 "Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

### 3. Our contract with you

**3.1 How to use our Service.** To use our Service you must complete a form <https://www.cash4coins.co.uk/how-send-us-coins/> (**Currency Exchange Form**) which specifies your contact details, your payment requirements and the currency that you would like us to purchase from you (Currency).

**3.2 Sending us your Currency.** You must send the completed Currency Exchange Form to us together with the applicable Currency in accordance with one of the following options:

**3.2.1** If your Currency weighs more than 50kg we will collect your Currency personally and provide all the packing materials without charge.

**3.2.2** If your Currency weighs 10kg or more we will send a secure courier to collect it from you free of charge. The package will be fully tracked and insured.

**3.2.3** If your Currency weighs between 5kg and under 10kg we use the 'Hermes' courier network. You will take your Currency to a local 'Hermes' location who will then send your Currency to us via secure courier. We will provide you with details of your local drop-off point. This service is also free of charge to you.

**3.2.4** You may choose to send your Currency by Royal Mail post however this will be at your cost.

By completing and sending the Currency Exchange Form to us you acknowledge that you have read and understood these terms and that you agree to be bound by them and that you will comply with all applicable laws.

**3.3 Receipt of Currency.** We will email you to confirm safe receipt of your Currency. If any package sent to us appears to have been tampered with, damaged or opened, we will weigh and photograph the damaged package and email this information to you prior to counting.

**3.4 Our Offer to you.** Upon receipt of your Currency Exchange Form and the applicable Currency we will, using reasonable care and skill, weigh, count and sort the Currency and then complete an assessment (**Assessment**) of what we believe, in our sole discretion, is the value of the Currency. In this respect:

**3.4.1** We will use our reasonable endeavours to complete the Assessment within 28 days of receipt.

**3.4.2** We sort, count and process coins by machine, by hand or by weight (or any combination thereof). To meet high demand, payment schedules or time constraints we may at times, at our discretion, physically count only bank notes and high value currencies (up to a maximum of 10). The residue of coinage (excluding any scrap coins identified as referred to in 3.4.5 below) may be removed and weighed for purchase instead.

**3.4.3** Timing for weights over 50kg will be individually agreed in advance with you if we consider it is likely to exceed 28 days.

**3.4.4** Bank notes that are damaged, soiled or otherwise not easily identifiable or which are not commercially redeemable at banks will be attributed nil value and disposed of at our discretion unless we are returning Currency to you in which case they will be returned in accordance with our Currency Exchange Terms <https://www.cash4coins.co.uk/currency-return-terms/>

**3.4.5** Coins that are damaged, soiled or otherwise not easily identifiable or which are not commercially redeemable at banks will be purchased as recyclable metal dependent on our Assessment of the metal value at the time unless we identify them as containing precious metal in which case they will be removed and weighed for purchase.

**3.4.6** Following our Assessment we may (but shall be under no obligation to do so) make you an offer to purchase the Currency at a price (**Purchase Price**) that we believe reflects the value of the Currency (**Offer**). Our Assessment and the Purchase Price may be based on a number of different factors (including without limitation prevailing exchange rates, currency condition, age, stock levels, repatriation costs, insurance, shipping costs, logistics, banking fees and market rates) but shall be determined at our sole discretion and we shall have no obligation to explain the basis on which we arrive at our Offer.

**3.4.7** If we do not make an Offer we shall notify you accordingly and return your Currency at our expense in accordance with our Currency Return Terms <https://www.cash4coins.co.uk/currency-return-terms/>

**3.5 How you will accept our Offer.** Your acceptance of our Offer will take place on the earlier of:

**3.5.1** when you email us to accept it; and

**3.5.2** the expiry of 24 hours after we make our Offer,

at which point a contract will come into existence between you and us.

**3.6 If you do not accept our Offer.** We will return your Currency to you at our expense subject to our Currency Return Terms <https://www.cash4coins.co.uk/currency-return-terms/>.

**3.7 Your reference number.** We will assign a reference number to your request and tell you what it is when we acknowledge receipt of your Currency Exchange Form (which we will do by email subject to you having provided a valid email that is identifiable and included on the outside of the Currency packaging). It will help us if you can tell us the reference number whenever you contact us about your Currency Exchange Form.

**3.8 We only sell to the UK.** Our website is solely for the promotion of our Currency services Currency Exchange Form in the UK. Unfortunately, we do not accept Currency Exchange Forms from addresses outside the UK.

## 4. Your obligations

**4.1 Age.** If you are a consumer you confirm that you are at least 18 years of age.

**4.2 Title.** In respect of any Currency that we purchase from you, you agree you have the right to sell that Currency to us with good title free of any encumbrance.

**4.3 Accuracy of information.** You agree that all information you provide to us is true and accurate in all material respects.

**4.4 Packaging of Currency.** You agree to package your Currency to send to us in accordance with our Packing Instructions <https://www.cash4coins.co.uk/how-send-us-coins/>.

**4.5 Identification.** If we make an Offer to you in excess of £1,000 you will provide us with such proof of identification as we require in order to satisfy all legal and/or regulatory obligations before we are obligated to send the Purchase Price to you.

## 5. Sending Currency to Charity

**5.1** If you have less than 5kg of Currency and would like to donate your Currency to any charity of your choice, then we will accept the Currency only on the basis that this will be donated by us to charity. Should you wish to do this you will send the Currency and together with the Currency Exchange Form to us by Royal Mail post with the charity section of the Currency Exchange Form completed accordingly. In some circumstances we may agree to provide a courier for collection of the Currency. If we do that we will deduct the costs of the courier from the final value that is donated to the charity.

**5.2** Once converted and donated to a charity of your choice we will email you the official donation reference number.

## 6. Your rights to make changes

If you wish to make a change to your request for our Service please contact us. We will let you know if the change is possible. If it is possible we will let you know about any anything which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

## 7. Currency Return Terms

**7.1** If we do not accept your Offer, we will return the Currency to you (at our cost) by Royal Mail Special Delivery (or such similar service as may be offered by another carrier).

**7.2** Subject always to our liability under clause 8.3, we shall not be responsible for returning Currency in the condition it was in when we first received it, nor shall we be responsible for any losses (howsoever arising) which you may incur as a result of any testing procedures which we undertake to authenticate your Currency. Scrap Currency returned to you may not be the actual coins received due to the sorting and storing procedures we operate. It will be of an equal weight or we may at our discretion purchase the scrap to recycle and return all other Currency.

**7.3** Where identified, counterfeit Currency will not be returned to you.

## 8 Providing the Currency Exchange Service

**8.1 Payment to you.** If you have accepted our Offer we will, subject to clause 4.5, pay you the Purchase Price within 24 hours in accordance with your payment instructions on your Currency Exchange Form. We will confirm payment to you by email once sent.

**8.2 We are not responsible for delays outside our control.** If receipt of your Currency, our Offer, payment by us or return of your Currency is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract.

**8.3 When we become responsible for the Currency.** Provided that the Currency was packaged correctly, did not identify the package as containing currency on the exterior and you have a valid receipt from the courier or postal service, we shall be responsible for the safe keeping of the Currency from the time you send it to us. In this respect:

**8.3.1** whilst the Currency is in transit our liability shall be limited to a maximum value of £250 for loss or damage; and

**8.3.2** once the Currency is received by us, our liability shall be limited accordance with clause 12 and 13 of these terms (as applicable) subject always to our Currency Return Terms <https://www.cash4coins.co.uk/currency-return-terms/>

**8.4 When we own the Currency.** We will own the Currency once you have received payment in full from us.

**8.5 What will happen if you do not give required information to us.** We will be unable to process your request for our Service unless you complete the Currency Exchange Form in full with the required information. We will notify you if this is the case. We will not be responsible for supplying the Service late or not supplying any part of it if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

## 9 Your rights to end the contract

**9.1 Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at 9.1.1 to 9.1.3 below the contract will end immediately and we return your Currency to you in accordance with our Currency Return Conditions. The reasons are:

**9.1.1** we have told you about an error in the Offer and you do not wish to proceed;

**9.1.2** there is a risk that payment for the Currency may be significantly delayed because of events outside our control; or

**9.1.3** you have a legal right to end the contract because of something we have done wrong.

**9.2 Exercising your right to change your mind if you are a consumer (Consumer Contracts Regulations 2013).** If you are a consumer then for most products bought online you have a legal right to change your mind within 14 days. However this right does not apply to our Service due to its nature as currency exchange. Once you have accepted our Offer and we have sent the Purchase Price to you, you cannot subsequently change your mind.

**9.3 Ending the contract where we are not at fault and there is no right to change your mind.** If you change your mind between accepting our Offer and us sending you the Purchase Price please tell us immediately and we will return your Currency in accordance with the Currency Return Terms. <https://www.cash4coins.co.uk/currency-return-terms/>

**9.4 Consumer Law.** If you are a consumer nothing in these terms operates to limit your statutory rights.

## 10 How to end the contract with us

**Tell us you want to end the contract.** To end the contract with us, please let us know by either calling customer services on 0161 635000 or email us at Admin@cash4coins.co.uk. Please provide your name, home address, details of the order and, where available, your phone number and email address.

## 11 If there is a problem with the service

**How to tell us about problems.** If you have any questions or complaints about our service, please contact us. You can telephone our customer service team at 0161 635000 or write to us at Admin@cash4coins.co.uk or at C4C Mail Centre, Arena Business Centre, Holyrood Close, Poole, BH17 7FJ.

## 12 Our responsibility for loss or damage suffered by you if you are a consumer

**12.1 We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

**12.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your consumer legal rights in relation to the service.

**12.3 We are not liable for business losses.** If you are a consumer we only supply our Service to you for domestic and private use. If you use our Service for any commercial, business or re-sale purpose our liability to you will be limited as set out in clause 13.

## 13 Our responsibility for loss or damage suffered by you if you are a business

**13.1** Nothing in these terms shall limit or exclude our liability for:

**13.1.1** death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors (as applicable);

**13.1.2** fraud or fraudulent misrepresentation; and

**13.1.3** any matter in respect of which it would be unlawful for us to exclude or restrict liability.

**13.2** All terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and sections 3 to 5 of the Supply of Goods and Services Act 1982 are excluded.

**13.3** Subject to clause 13.1:

**13.3.1** we shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with any contract between us; and

**13.3.2** our total liability to you for all other losses arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the amount specified in our Offer or, in the event we have not made an Offer for any reason, an amount equal to £10 per kg of Currency received by us from you.

## 14 How we may use your personal information

- 14.1 How we will use your personal information.** We will only use your personal information as set out in our <https://www.cash4coins.co.uk/privacy-policy-GDPR>
- 14.2 Experian.** By sending us your completed Currency Exchange Form you agree that we may undertake a search with Experian for the purpose of verifying your identity as required by applicable money laundering legislation. The circumstances where we may need to do this are:
- 14.2.1** Transactions over £1,000 GBP (one or combined transactions within 12 months);
  - 14.2.2** Transactions over £5,000 GBP (one or combined transactions within 12 months);
  - 14.2.3** High Value Banknote Transactions;
  - 14.2.4** Exchange requests for any of the following (listed) notes:  
Banknotes: €500 Euro, 1,000 Deutsche Marks, 1,000 Swiss Francs, 1,000 Singapore Dollars, 1,000 Brunei Dollars.
- 14.3** You agree that Experian may check the details that you supply against any particulars on any database (public or otherwise) to which they have access. They may also use your details in the future to assist other companies for verification purposes. A record of the search will be retained.

## 15 Other important terms

- 15.1 Intellectual Property.** All intellectual property rights in or arising out of our Service shall be owned by us. Nothing in these terms grants you a right to use our trademarks or other intellectual property for any purpose.
- 15.2 We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.
- 15.3 You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 15.4 Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.
- 15.5 If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 15.6 Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.
- 15.7 Which laws apply to this contract and where you may bring legal proceedings if you are a consumer.** These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.
- 15.8 Alternative dispute resolution if you are a consumer.** Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are a consumer and are not happy with how we have handled any complaint, you may wish to submit your dispute for online resolution to the European Commission Online Dispute Resolution platform. If you are not satisfied with the outcome you can still bring legal proceedings.

- 15.9 Which laws apply to this contract and where you may bring legal proceedings if you are a business.** If you are a business, any dispute or claim arising out of or in connection with a contract between us or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.