

# Follow these easy steps to get your cash4coins!

1. Complete this form with your contact and payment details and enclose it with your currency.
2. Instructions will be sent to you if you are using our courier or drop-off service.
3. If you are posting the currency yourself, cut out the label below and add your email address for a notification of arrival.



## No printer? No Problem!

If you don't have a printer, simply write your name, email, contact and payment details on a piece of paper and enclose it with your currency



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

Write your email here to be notified of receipt:



## Fill out this form and enclose it with your currency...

Full Name:

Address:

Postcode:

Email:

Telephone:

Date:

By completing this form, you *agree* to our terms and conditions printed on this form.

## Tick your preferred payment method and complete below as required:

Bank transfer (UK Only)

Bank name:

Account Name:

Sort code:

Account number::

PayPal

PayPal account email address

Charity donation - Please donate my payment to charity

Macmillan    Royal British Legion    Breast Cancer Now    British Heart Foundation    RSPCA

Or write your preferred charity here:

## Our terms and conditions

### 1. These terms

1.1 Coverage of these terms. These are the terms and conditions under which we provide our currency exchange service to you (our Service).

1.2 Why you should read them. Please review these terms carefully. These terms outline who we are, how we will provide our service to you, how you and we can change or terminate the contract, what steps to take if there is a problem and other important information. If you believe there is an error in these terms, please contact us.

1.3 Are you a business customer or a consumer? In certain areas, you will have different rights under these terms based on whether you are a business or a consumer, and these distinctions are identified accordingly.

You are a consumer if:

1.3.1 You are an individual.

1.3.2 You are purchasing our Service primarily for your personal use rather than for use in relation to your trade, business, craft, or profession.

1.4 If you are a business customer, this constitutes our entire agreement with you. These terms represent the complete understanding between us regarding our Service. You acknowledge that you have not relied on any statement, promise, representation, assurance, or warranty made by or on behalf of us that is not included in these terms and that you shall have no claim for innocent or negligent misrepresentation based on any statement in this agreement.

### 2. About us and contact

2.1 Who We Are. We are Coin and Note Sales Ltd, trading as Cash 4 Coins (company number: 11758905). Our correspondence address is C4C Mail Centre, Arena Business Centre, Holyrood Close, Poole BH17 7FJ. Please do not send currency to this address, use the following address to send currency: C4C Services, C/O TXL Logistics, Unit 3B, 8 Cowley Road, Poole BH17 0UJ.

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

2.3 How to contact us. You can contact our customer service team by telephone at 0161 635 000 or by email at Admin@cash4coins.co.uk.

2.4 How We May Contact You. If we need to contact you, we will do so by telephone or by writing to the email or postal address you provided in the Currency Exchange Form (as referenced in clause 3.1 below).

2.5 Our Service. We only exchange coins and banknotes.

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) that specifies your contact details, payment requirements, and the currency 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 along with the applicable currency according to one of the following options:

3.2.1 If your currency weighs more than 50kg, we will collect your currency and provide all packing materials. The collection cost will be deducted from the valuation.

3.2.2 If your Currency weighs 10kg or more, we will send a secure courier to collect it. The package will be fully tracked and insured, and the courier cost will be deducted from your valuation.

3.2.3 If your currency weighs between 5kg and 10kg, we use the Evri courier network. We provide a label, allowing you to drop off your currency at a local Evri drop-off point. Your currency will be sent via the Evri courier network. The courier cost will be deducted from your valuation.

3.2.4 You may also send us currency via Royal Mail or any other courier at your expense.

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

3.3 Receipt of Currency. We will email you to confirm the 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 before counting. All currency is opened in a secure area under three high-definition cameras.

3.4 Our Offer to You. When we receive your Currency Exchange Form along with the applicable currency, we will, using reasonable care and skill, weigh, count, and sort the currency and then conduct an assessment (Assessment) of what we believe, at our sole discretion, is the value of the currency. In this regard:

3.4.1 We will make reasonable endeavours to complete the Assessment within 28 days of receipt.

3.4.2 We sort, count, and process coins using machines manually or by weight (or any combination of these methods). To meet high demand, adhere to payment schedules, or address time constraints, we may, at our discretion, physically count only banknotes and high-value currencies (up to a maximum of 10). The remaining coinage (excluding any scrap coins identified in section 3.4.5 below) may be removed and weighed for purchase instead.

3.4.3 If we anticipate that the time for weights over 50kg will likely exceed 28 days, we will agree upon the timing individually in advance.

3.4.4 Bank notes that are damaged, soiled, or otherwise not easily identifiable or that cannot be commercially redeemed at banks will be assigned a nil value and disposed of at our discretion unless

we are returning currency to you. In that 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 that are not commercially redeemable at banks, will be purchased as recyclable metal depending 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 accurately reflects the value of the currency (Offer). Our assessment and the Purchase Price may be based on various 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 will 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/>.

How you will accept our offer: Your acceptance will occur on the earlier of:

- 3.5.1 when you email us to accept it; and
- 3.5.2 the expiry of 48 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 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 inform you of it when we acknowledge receipt of your Currency Exchange Form (which we will do by email if you have provided a valid email that is identifiable and included on the outside of the Currency packaging). It would be helpful if you could let us know the reference number whenever you contact us about your Currency Exchange .

3.8 We only work in the UK. Our website is solely for promoting our Currency services. Unfortunately, we do not accept Currency Exchange Forms from addresses outside the UK. If we receive currency from outside the UK, we may request that the sender pay for the return of the currency at their own expense.

#### **4. Your obligations**

4.1 Age. By confirming your status as a consumer, you acknowledge that you are at least 18 years old.

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

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

4.4 Packaging of Currency. You agree to securely package your Currency and send it to us according to our Packing Instructions <https://www.cash4coins.co.uk/how-send-us-coins/>.

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

#### **5. Sending Currency to Charity**

5.1 If you would like to donate your Currency to a charity of your choice, please send the Currency along with the Currency Exchange Form to us by Royal Mail or any other courier, ensuring that the charity section of the Currency Exchange Form is completed accordingly. In certain circumstances, we may agree to provide a courier for the collection of the Currency. If we do so, we will deduct the courier costs from the final value donated to the charity.

5.2 Once your donation has been converted and donated to a charity of your choice, we will email you the official donation receipt.

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, we will inform you of any necessary changes and ask you to confirm whether you wish to proceed 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 a similar service 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 liable for any losses (howsoever arising) that you may incur as a result of any testing procedures we undertake to authenticate your Currency. Scrap Currency returned to you may not be the exact coins received due to the sorting and storing procedures we employ. It will be of equal weight, or we may, at our discretion, purchase the scrap for recycling and return all other Currency.

7.3 If 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. Once we have sent the payment, we will confirm it by email.

8.2 We are not responsible for delays beyond our control. If the receipt of your Currency, our Offer, payment by us, or the return of your Currency is delayed due to an event outside our control, we will contact you as soon as possible to inform you and take steps to minimise the impact of the delay. As

long as we do this, we will not be liable for delays caused by the event. However, if there is a risk of significant delay, you may contact us to terminate the contract.

8.3 When we assume responsibility for the Currency. Provided that the Currency was properly packaged, did not indicate on the exterior that it contained currency, and you possess a valid receipt from the courier or postal service, we will be responsible for the safekeeping of the Currency from the moment you send it to us. In this regard:

8.3.1 While the currency is in transit, our liability shall be limited to a maximum value of £250 for loss or damage.

8.3.2 Once the currency is received by us, our liability shall be limited in accordance with clauses 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 provide the required information? 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 Terminate the Contract

9.1 Termination of the contract due to our actions or future actions. If you are terminating the contract for a reason specified in sections 9.1.1 to 9.1.3 below, the contract will end immediately, and we will return your Currency to you in accordance with our Currency Return Conditions.

The reasons are:

9.1.1 We have informed you of 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 due to events beyond our control; or

9. You have a legal right to terminate the contract due to any wrongdoing on our part.

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

9.3 Ending the contract when we are not at fault and there is no right to reconsider your decision. If you decide to change your mind after accepting our Offer but before we send you the Purchase Price, please

notify us immediately, and we will refund your Currency according to the Currency Return Terms. <https://www.cash4coins.co.uk/currency-return-terms/>

9.4 Consumer Law. As a consumer, nothing in these terms limits your statutory rights.

## 10. Terminating the contract with us

10.1 Inform us if you wish to terminate the contract. To terminate the contract with us, please notify us by either calling customer services at 0161 635000 or emailing us at Admin@cash4coins.co.uk. Kindly provide your name, home address, order details, and, when possible, your phone number and email address.

## 11. If there is an issue with the service

How to communicate problems with us. If you have any questions or complaints about our service, please reach out. You can call our customer service team at 0161 635 000, email us at Admin@cash4coins.co.uk, or write to us at C4C Mail Centre, Arena Business Centre, Holyrood Close, Poole, BH17 7FJ.

## 12. Our responsibility for any loss or damage you may suffer as a consumer

12.1 We are liable to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are accountable for any loss or damage you suffer that is a foreseeable result of our breach of this contract or our failure to exercise reasonable care and skill, but we are not liable for any loss or damage that is not foreseeable. Loss or damage is considered foreseeable if it is obvious that it will occur or if, at the time the contract was established, both we and you were aware it might happen, such as if you discussed it with us during the sales process.

12.2 We do not exclude or limit our liability to you in any way that would be unlawful. This includes liability for death or personal injury resulting from our negligence, or the negligence of our employees, agents, or subcontractors; for fraud or fraudulent misrepresentation; and for breach of your consumer legal rights concerning the service.

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

## 13. Our liability for any loss or damage incurred 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 resulting from 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 for which it would be unlawful for us to exclude or limit 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 hereby 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 for 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 arising in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the amount specified in our Offer or, if we have not made an Offer for any reason, an amount equal to £10 per kg of Currency received from you.

#### **14. How we might use your personal information**

14.1 How we will use your personal information. We will only use your personal information as described in our <https://www.cash4coins.co.uk/privacy-policy-GDPR>.

14.2 Online Search. By submitting your completed Currency Exchange Form, you agree that we may conduct a search using an ID verification platform to verify your identity as required by applicable money laundering legislation. The circumstances in which we may need to do this are:

14.2.1 Transactions exceeding £1,000 GBP (either individual or cumulative transactions within 12 months);

14.2.2 High-Value Banknote Transactions;

14.2.3 Exchange requests for any of the following listed notes: Banknotes: €500 Euro, 1,000 Deutsche Marks, 1,000 Swiss Francs, 1,000 Singapore Dollars, and 1,000 Brunei Dollars.

14.3 You agree that we may verify the details you provide against any information in any accessible database, whether public or not. They may also use your information in the future to help other companies for verification purposes. A record of the search will be kept.

#### **15. Other important terms**

15.1 Intellectual Property. All intellectual property rights related to or resulting from our Service shall be owned by us. Nothing in these terms grants you the right to use our trademarks or any other intellectual property for any purpose.

15.2 We may assign this agreement to another party. We may transfer our rights and obligations under these terms to a different organisation. We will always inform you in writing if this occurs, and we will ensure that the transfer does not impact your rights under the contract.

15.3 You require our consent to transfer your rights to another party. You may only assign your rights or obligations under these terms to someone else with our written agreement.

15.4 No one else has any rights under this contract. This contract is between you and us, and no other person has any rights to enforce any of its terms. Neither of us will need the agreement of any other person to end the contract or change these terms.

15.5 If a court determines that any part of this contract is illegal, the remainder will still be valid. Each paragraph of these terms functions independently. If any court or appropriate authority finds any of them unlawful, the other paragraphs will continue to be in full force and effect.

15.6 Even if we delay enforcing this contract, we can still enforce it later. If we do not immediately insist that you fulfil any obligations under these terms, or if we postpone actions regarding your breach of this contract, it does not mean that you are exempt from those obligations, nor does it prevent us from taking action against you at a later date.

15.7 Applicable laws and legal proceedings for consumers. These terms are governed by English law, and you can initiate legal proceedings regarding the products in the English courts. If you reside in Scotland, you can bring legal proceedings concerning the products in either the Scottish or English courts. If you live in Northern Ireland, you can pursue legal actions regarding the products in either the Northern Irish or English courts.

15.8 Alternative dispute resolution for consumers. Alternative dispute resolution is a process in which an independent body reviews the details of a dispute and aims to resolve it without requiring you to go to court. If you are a consumer dissatisfied with how we have managed any complaint, you might consider submitting your dispute for online resolution. If you are not happy with the outcome, you can still initiate 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 laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.