

HOW TO USE THE SAFEGUARD SERVICE

1. **Complete the attached Application form.**
Please complete carefully and legibly.
2. **When listing items a brief description**
(eg necklace, ring, bracelet) **is sufficient.**
3. **Please take the time to read the terms and conditions detailed in this leaflet.**
4. **Please complete all the payment details carefully and sign the form to enable us to process your order.**
5. **Pack your jewellery carefully**

Please wrap each item individually before packing in a suitable parcel, preferably a padded envelope. Do not forget to include your payment and your completed application form. It is your responsibility to insure your property during transit to and from SafeGuard. Parcels should be despatched by secure carrier. If you have any queries about this please check with your insurer.

6. The valuation

On receipt of your parcel SafeGuard will process your payment and then carry out a valuation on each item as described in this leaflet. Your jewellery will be returned to you within two weeks, together with the completed valuation.

SAFEGUARD VALUATION APPLICATION FORM

Please read the instructions opposite and the Terms and Conditions overleaf. Once an application is received by SafeGuard it cannot be cancelled.

PERSONAL DETAILS:

These particulars will be used in the valuation documentation, in the SafeGuard database and the items will be returned to this address by Special Delivery post.

Name

Address

City

Postcode

Daytime Telephone

SEND YOUR PARCEL BY ROYAL MAIL SPECIAL DELIVERY OR OTHER SECURE CARRIER TO: SafeGuard Quality Assurance Ltd,
PO Box 8706, Newhall Street, Birmingham, B3 1FH

If you have any queries, please contact us, free of charge, on **0800 0680270**.



SAFEGUARD QUALITY ASSURANCE LTD - TERMS OF TRADE

1. These conditions shall be incorporated in the contract between SafeGuard Quality Assurance Ltd ('the Company') and the consumer with which the Company contracts ('the Customer') to the exclusion of any items or conditions referred to by the Customer. No variations or amendments to this contract shall be binding on the Company unless confirmed by the Company in writing.

2. The Company supports and abides by the rules and regulations of the Registered Valuer Scheme of the National Association of Goldsmiths and the Customer shall be bound by the terms and regulations thereof as published from time to time.

3. The Customer hereby instructs the Company (subject to completion of financial checks on the Customer to the satisfaction of the Company) to commence its valuation services on receipt of the items provided by the Customer and the Customer accepts that it has no right to cancel the contract.

4. The Company shall not be liable where any goods are lost or damaged in transit and all claims by the Customer shall be made against the carrier.

(a) The Company shall not be liable to the Customer in contract tort (including without limitation negligence) and/or breach of statutory duty for any loss or damage which the Customer may suffer by reason of any act, omission, neglect or default (including negligence) in the performance of the contract by the Company its servants or agents in a sum which is greater than the value of the goods and the value of goods for the purpose of the determining of the Company's liability under this clause shall be the lower of their replacement cost and their valuation by the Company.

(b) Where the Company does accept liability under any of the conditions listed, equivalent goods to the replacement value will be offered as compensation and there will be no cash settlement. The Company does not accept liability for any sentimental or other unknown value.

5. The Customer shall:

(a) Promptly notify the Company of any information, which could effect the valuation made by the Company before any valuation is made.

(b) Inform the Company immediately of any discrepancies between the Company's valuation and other valuations.

(c) Promptly supply such information as the Company reasonably requests to complete its valuation.

6. All statements and information contained within the Company's reports are the opinions of the Company and cannot be construed as:

(a) a warranty or guarantee or an offer to purchase or replace the Customer's goods; or

(b) a verification of the source or manufacturer of the Customer's goods.

7. The Company shall have no liability to the Customer in the event that subsequent dismantling and testing of the Customer's goods disproves the content of the Company's reports.

8. The Company shall not be liable for any failure in the performance of any of its obligations under the contract caused by factors outside its control.

9.(a) Notification of short delivery or damage in transit must be made by telephone to the Company's Freephone number (0800 0680270) or by e-mail to the Company within three hours of receipt of the goods which means that the Customer should check the goods upon receipt;

(b) In the event that the Customer has not received the Company's report together with the item the subject of the report 21 days from the date of the Customer's order the Customer must notify the Company immediately by telephone to the Company's Freephone number 0800 0680270 and in any event no later than 60 days from the date of the Customer's order;

(c) The Company shall at its option either make good the whole or part of the price (and where relevant, as a deduction from any part of the price remaining unpaid) or by repair or replacement any such non-delivery short delivery or damage notified as aforesaid and save as provided in this Condition 8 shall not be liable for and such non-delivery short delivery or damage in transit nor for any loss, financial or otherwise resulting directly or indirectly therefrom. In no event shall the Company be liable to the Customer in connection with any damage or loss in transit where delivery takes place at the Company's premises.

10.(a) The Company shall have no liability to the Customer (other than liability for death or personal injury, resulting from the Company's negligence and fraudulent misrepresentation) for any loss or damage of any nature arising from any breach of any express implied warranty or condition of the contract or any negligence, breach of statutory duty on the part of the Company or in any way out of or in connection with the performance or purported performance or failure to perform the contract except in accordance with this condition.

(b) Whilst the goods of the Customer are in the possession of the Company, the Company will accept liability in respect thereof for those risks, which are covered by the Company's insurance policy limited by the amount of financial cover provided by that policy.

(c) Special insurance cover is available on request at extra cost (Special insurance cover is the responsibility of the Customer).

11. The contracts shall be governed by English Law and the customer consents to the exclusive jurisdiction of the English courts in all matters regarding the contract except to the extent that the Company invokes the jurisdiction of the courts of any other country.

12. Nothing in these Terms of Trade shall affect the Customer's statutory rights.



SAFE GUARD[®]



THE INDEPENDENT JEWELLERY VALUATION SERVICE



EXPERTLY
VALUED



1773
THE ASSAY OFFICE
BIRMINGHAM

FOR PEACE OF MIND ABOUT YOUR TREASURED POSSESSIONS

SAFE GUARD[®]



THE INDEPENDENT JEWELLERY VALUATION SERVICE

YOUR JEWELLERY AND PRECIOUS
POSSESSIONS ARE VALUED BY A
LEADING INDEPENDENT EXPERT



SafeGuard provides you with the reassurance that there is a complete and accurate record of your jewellery, its value and your ownership of it.

It also means that, should the worst happen and it is lost or stolen, SafeGuard proof of ownership and value will enable any insurance claim to be settled quickly and with minimum fuss.

SafeGuard is the leading jewellery valuation organisation in the UK, providing valuations for over 1000 jewellery shops throughout the country as well as direct to the public.

It is an operating division of The Birmingham Assay Office, which was formed by Act of Parliament in 1773 and has now been protecting the interests of consumers and traders for over 230 years.

SafeGuard is totally independent of the jewellery trade and has no vested interest in the value of any item of jewellery and the valuations provided are, therefore, unbiased and consistent.



EXPERTLY
VALUED



SafeGuard provides a value for money service. There is a set charge for each item submitted – unlike some alternative services which charge a fee based on a percentage of the value.

You can see the costs on the enclosed price list and will notice that the first or a single item is charged at a higher rate – so it pays to send all your favourite jewellery items for valuation at the same time.

THE SAFEGUARD SERVICE

Each item of jewellery, watch or silver submitted for valuation is firstly given a unique identity number – its 'SafeMark'.

It is then carefully examined by a highly qualified SafeGuard valuer, who will provide a full written description of the item, including weight, size and special features.

For insurance purposes, the actual valuation provided will be the average retail price you could expect to pay to replace the item.

Digital photographs are taken of each item and these appear together with the description and valuation on the SafeGuard Valuation documentation you receive.

All the information is also permanently recorded in the secure SafeGuard database.

At your request, and at the discretion of the SafeGuard valuer, the unique SafeMark can be physically, but discreetly marked on your rings to improve traceability. This is not possible on some antique and delicate items.

LOST OR STOLEN JEWELLERY

If your jewellery is lost or stolen, you should notify SafeGuard. The loss will be recorded in our secure database. Should the jewellery be recovered at a later date, the SafeGuard file will provide you with proof of ownership.

If the item is SafeMarked, the proof of ownership and recovery process is simplified.



SAFEGUARD VALUATION APPLICATION FORM



DESCRIPTION

Item	Description
1	
2	
3	
4	
5	
6	

If you wish to submit more than 6 items, please list the extra items on a separate piece of paper.

Do you require your rings SafeMarked? (Please tick)

TOTAL COST: Valuation charges, inclusive of VAT, are detailed on the enclosed price list. Please work out the total cost for valuation and enter here:

Total number of
items submitted

Total cost

£

PAYMENT

Payment may be made by cheque, credit or debit card.
Cash is not acceptable.

CHEQUES

If paying by cheque, please tick here. Cheques should be
crossed and made payable to SafeGuard Quality Assurance Ltd.

Credit/Debit Card: Visa Mastercard Switch

Name on
the card:

Expiry date:

Security Number:

Issue Number:

 (Switch only)

Card No:

I enclose

items for valuation at a total of

APPLICATION: I request that SafeGuard commence the valuation services on receipt of this application form and I agree to the Terms and Conditions to which the valuation is subject as detailed in this leaflet

Signature

Date