

## **Purchase Page/Information**

Whatever type of purchase you are making, whether as a gift, an item for personal pleasure or as an investment, we want you to be confident in the knowledge that AC Silver provides supplementary purchase options to compliment your choice.

### **1 - Purchase Options**

- 1.a Part Exchange
- 1.b Investment Options

### **2 - Payment Options**

Once you have chosen the item you wish to purchase, please select one of our payment options listed below:

#### **2.a Online:**

If you wish to purchase online, please go to the page with the item of your choice and click on the yellow '**add to cart**' button towards the bottom of the page. You will be clearly directed, step by step, through the purchase process that will enable you to buy via your selected payment method, directly from our website.

**Sec Pay:** secure online credit card payment.

Cards accepted - Visa, MasterCard, Switch, Delta, American Express, JCB card, Solo, Maestro, Visa Electron, Kash

**Pay Pal:** If you don not have a Pay Pal account, it only takes a few minutes to set up and then complete your transaction. Registration with Pay Pal is completely free and will not incur any additional costs.

*(Your credit card information is fed directly to Sec Pal and Pay Pal; no members of the AC Silver staff have access to your credit card information)*

#### **2.b Email:**

enquiries@acsilver.co.uk

#### **2.c Telephone:**

You may call our shop between the hours of 10.00am – 5.00pm GMT, Mon- Sat, to make a payment.

Within UK: tel 0191 2402645

International: tel +44 (0) 191 2402645

#### **2.d Fax**

Clearly write item name and reference number (e.g. W1583) and include your name, address (credit card billing address), email, telephone no., type of credit card, number, expiry date and three-digit security code (found on the reverse of the card).

When the order is received you will be emailed, or faxed if requested, as confirmation of your order and details of shipping arrangements will be provided.

#### **2.e Cheque/ Banker's Draft**

UK drawn cheque

Travellers cheque

Cheques must be clearly made payable to **AC Silver** and sent to:

AC Silver

35b St Georges Terrace

Jesmond

Newcastle Upon Tyne

NE2 2SU

For Banker's Draft, please see account details in 2f below

### **2.f Direct Bank Transfer/Money Wire:**

To be made payable to:

Account name: **AC Silver**

Account Number: 21145150

Sort Code: 40-34-16

Bank Address: HSBC, 189 High Street, Gosforth,  
Newcastle Upon Tyne, UK, NE3 1HE

For International Transfers:

IBAN: GB49MIDL40341621145150

BIC (swift code): MIDLGB2166F

### **2.g Cash/Cheque**

You may visit the shop and pay directly at:

AC Silver, 35b St Georges Terrace, Jesmond, Newcastle Upon Tyne NE2 2SU  
Mon – Sat, shop hours 10.00am – 5.00pm

## **3 - Shipping & Insurance**

### **3.a Dispatch Time:**

All items are condition checked prior to packaging.  
Dispatch is normally on the next working day.

### **3.b Postage/Shipping: FREE OF CHARGE to all customers.**

Purchases will be sent via Royal Mail First Class Recorded, Royal Mail Special Delivery, Royal Mail International Signed For, FedEx.

### **3.c Insurance:**

Insurance cover is provided FREE OF CHARGE for items up to the value of £20,000. All items are fully insured and sent at the risk of AC Silver.

## **4 - Returns Policy**

Upon receipt of your purchase, you have a 30-day money back guarantee. If for any reason you are not completely satisfied with your purchase, please inform Andrew Campbell immediately on receipt, either by email to [enquiries@acsilver.co.uk](mailto:enquiries@acsilver.co.uk), or by phone +44 (0) 191 2402645. In agreement with Andrew Campbell the item may be returned within 30 days, in the same condition as it was originally sent, and a full refund will be provided.

## **5 - Guarantees**

**5.a** AC Silver guarantees a professional yet personal service, with full attention given to any genuine enquiry or purchase. We aim to facilitate any purchase either in person or on line, and provide a prompt dispatch. All items will be professionally packaged ensuring you receive your purchase in good order.

**5.b** All Hallmarks are clear and readable unless otherwise stated.

**5.c** With every item purchased you will receive a written receipt, detailing the date or circa date of manufacture, a full description and the price paid. This receipt should be kept for your records, for insurance purposes and produced if you wish to use the AC Silver Part Exchange Option in the future. (See our Investment Options Page for further details).

**5.d** As a member of **LAPADA** (The Association of Fine Art & Antique Dealers) the largest association of professional art and antiques dealers in the United

Kingdom, **CINOA** (Confédération Internationale des Négociants en Oeuvres d'Art / International Confederation of Traders in Works of Art), and BJA (The British Jewellers Association), **AC Silver** abides by very strict codes of practice, which assure both trade, and private customers of the highest standard of professional conduct. In the unlikely event of a dispute the Association's free Conciliation Service will ensure a fair and speedy investigation.

## **6 - Additional Information**

If you would like any further information, wish to discuss items or would like additional images, please contact Andrew Campbell directly either by email: [enquiries@acsilver.co.uk](mailto:enquiries@acsilver.co.uk), or by phone +44 (0) 191 2402645

## **7 - Investment Purchases**

If you wish to take advantage of our investment services and would like use our 'resale' facility of re-introducing and displaying your item via our Internet selling mediums, currently the AC Silver Website, AC Silver ebay shop and Go Antiques, you **must state your intention at the time of purchase**. This will enable us to store you item information on our database, to be used only if and when instructed by you. Before you item can be re-introduced to the AC Silver inventory, clear identification of any changes to the condition of the item will have to be provided. The item price will be agreed by you, as the vendor, reflecting the current market value, as discussed with Andrew Campbell. It is agreed, that on notification of the sale of your item, you will dispatch your item within three working days, to the AC Silver premises (collection can be arranged within the UK via FedEx – charges apply). On the sale of you item, commission charged by AC Silver will be dictated by the selling medium used, the purchase payment method and the delivery location. This rate of commission will vary between 5-15% of the sale price. The charge is to purely cover the selling costs incurred by AC Silver on your behalf. A balance payment, minus the commission, will be paid to the vendor either by cheque or a direct bank transfer, fourteen days from the date of sale in conjunction with the receipt of positive confirmation from the buyer.