



Sending Your Silver to Phoenix Refining

Whether you are sending silver to **sell to us** or for **refining and processing into .9999 fine silver**, please follow the instructions below to help ensure your items arrive safely and securely.

1. Package Your Silver Securely

Please package all silver carefully and securely.

- Use a **strong, suitable box or padded packaging** appropriate for the weight of the contents.
- Heavy items such as cutlery, bars, scrap silver and jewellery should be securely wrapped so they cannot move around inside the package.
- Use sufficient padding and strong packing tape.
- Please do not put anything on the outside of the package that indicates it contains silver, precious metals or other valuables.

2. Include Your Details

Inside the package, please include a note containing:

- Your **full name**
- Your **address**
- Your **telephone number**
- Your **email address**
- Whether you are sending the silver **for sale** or **for refining into .9999 fine silver**
- Any other relevant instructions

3. Include a Return Address

Please make sure that your **return address is clearly shown on the outside of the parcel**.

This is particularly important in the unlikely event that Royal Mail is unable to deliver your parcel and needs to return it to you.

4. How to Send Your Silver

We strongly recommend sending silver using **Royal Mail Special Delivery Guaranteed** with the appropriate level of compensation/insurance for the contents.

Please:

- Obtain **proof of posting**
- Retain your **tracking number**
- Select the appropriate level of **compensation/insurance**
- Make sure the service you select covers the type and value of the contents you are sending

For parcels containing silver with a value of **more than £2,500**, please **contact Phoenix Refining before sending your parcel** so that we can discuss the most appropriate method of delivery.

5. Send Your Parcel To

Phoenix Refining

108 Beckenham Road

Beckenham

Kent BR3 4RH

Please write the address clearly and ensure the parcel is properly sealed before posting.

Important – Responsibility for Your Parcel

Silver is sent to Phoenix Refining **at the sender's risk until it has been received by us.**

Phoenix Refining cannot accept responsibility for parcels that are lost, damaged, delayed or stolen while in transit to us.

It is therefore important that you use an appropriate tracked and insured delivery service and ensure that the level of compensation provided is sufficient for the value and type of silver you are sending.

If you are unsure how to send your silver, or believe its value may exceed **£2,500**, please contact us **before posting it.**

What Happens When We Receive It?

Once your parcel has been safely received, we will check the contents against the information you have provided.

If you are **selling your silver**, it will be assessed and tested so that we can determine its silver content and value.

If you are sending silver **for refining**, we will process the material in accordance with the refining service you have selected, with the recovered silver refined into **.9999 fine silver.**

Please remember: package securely, use a tracked and appropriately insured service, and keep your proof of posting and tracking information until we have confirmed receipt.