

# Cancellations Policy

Last updated: 7 July 2026

This document uses placeholder company and jurisdiction details based on standard e-commerce cancellation terms. Before publishing, replace the bracketed [ ] fields with your registered business name, address, and have it reviewed by a lawyer for your jurisdiction.

## 1. Right to Cancel

**You cannot cancel your order.** When purchasing gold products, there is no statutory right to return or cancel an order for gold once it has been placed. This is because gold is a product subject to continuous price fluctuations in the financial markets that are beyond our control, and once your order is accepted, we lock in and guarantee the price for you at that moment.

You can, however, contact us to enquire about terminating your order **prior to dispatch**. If we agree to terminate the order, you will be responsible for compensating any fall in the underlying gold price between the time of your order and the time of cancellation, as well as any loss of profit we incur as a result.

To exercise your right to cancel, you must inform us of your decision by a clear statement (for example, an email or a letter sent by post) using our contact details. To meet the cancellation deadline, it is enough for you to send your cancellation notice before the order is dispatched.

Refunds will be made using the same payment method you used for the original purchase, unless otherwise agreed with you.

## 2. Received the Wrong Product

If you receive an incorrect order, you can report this to us by email. We will then look into how we can resolve this for you as quickly and effectively as possible. You can reach us using the Contact Us form.

## 3. Received a Damaged Product

If your product is damaged upon receipt, please contact us. We will then contact you to see how we can best resolve this for you. For this as well, we advise you to contact us using the Contact Us form.

## 4. Cooling-Off Period / Returns

Complaints regarding incorrectly delivered or damaged products must be reported within fourteen days of receipt. If a product has been delivered incorrectly or received damaged, we will reimburse the return costs.

Apart from an incorrectly received or damaged product, it is not possible to return products based on the right of withdrawal. This is because the products we offer are subject to exchange rate fluctuations, which may result in price differences.