

Terms & Conditions

Last updated: 9 March 2026

These Terms & Conditions govern your use of the website <https://cash4golddirect.com/> ("Website") and the services provided by **Cash4Gold Direct** ("we", "us", "our").

By accessing this Website or using our services, you agree to these Terms & Conditions.

1. About Us

Cash4Gold Direct is a trading name of **Ostra Douro Ltd**, a company providing precious metal purchasing services including the purchase of gold, silver, platinum and palladium through postal and online services.

Registered Address:

28 Prescott Street
Halifax
West Yorkshire
England
HX1 2LG

Email: info@cash4golddirect.com

Website: <https://cash4golddirect.com/>

Ostra Douro Ltd operates within **Anti-Money Laundering (AML) regulations** and is registered for supervision with **HM Revenue & Customs** under the Money Laundering Regulations.

HMRC AML Registration Number:

XFML00000213899

2. Eligibility

By using our services, you confirm that:

- You are **18 years of age or older**
- You are the **legal owner of the items** you send to us
- The items you send are **not stolen or unlawfully obtained**

- You have the legal right to sell the items

We reserve the right to request **identity verification documentation** where required to comply with legal obligations or fraud prevention measures.

3. Ordering a Postal Pack

Customers may request a **postal pack** through our Website.

The pack may include:

- Packaging materials
- Instructions for sending items
- Prepaid or tracked postage labels (where applicable)

Customers are responsible for ensuring items are securely packaged before posting.

4. Sending Items to Us

By sending items to Cash4Gold Direct you agree that:

- Items are packaged securely
- Proof of postage is retained
- Accurate information about the contents is provided

We are not responsible for parcels lost or damaged **before they are received by us**, unless sent using our designated insured postage service.

5. Valuation of Items

Once we receive your items:

- Our team will assess and test the precious metals using appropriate industry methods
- Valuations will be based on factors including:
 - metal purity
 - weight
 - current market prices
 - item condition

Any prices displayed on the Website are **indicative only** and do not guarantee the final purchase offer.

Goods received, found to be of no commercial value, i.e. not containing any precious metals, will be destroyed unless expressly requested to be returned to the sender whereby a return fee/valuation charge may apply prior to return. Any stolen or counterfeit goods sent to us will, without consultation, be sent to the Police for further investigation.

6. Offer and Acceptance

Following valuation:

- We will provide an **offer** for the items received
- Customers may **accept or decline** the offer

If you accept the offer:

- Payment will be issued using the agreed payment method.

If the offer is declined:

- Items will be returned to you in accordance with our returns procedure.
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7. Payment

Payments may be made via:

- Bank transfer (BACS / Faster Payments)
- Other payment methods where offered

Payments are normally processed **after acceptance of our valuation offer**.

We reserve the right to verify account details before processing payment.

8. Return of Items

If you decline our offer:

- Your items may be returned to you

A **reasonable return postage fee** may apply where stated in advance.

Returned items may be sent using tracked or insured delivery.

9. Identity Verification and Regulatory Compliance

To comply with **fraud prevention and Anti-Money Laundering regulations**, we may request identity verification before completing a transaction.

Customers may be required to provide:

- Government-issued identification
- Proof of address
- Additional information required to verify identity

Failure to provide requested verification may result in delays or cancellation of transactions.

10. Prohibited Items

Customers must not send:

- Stolen property
- Counterfeit items
- Hazardous materials
- Illegal substances

If suspicious items are received, we reserve the right to report them to the relevant authorities.

11. Website Use

You agree not to:

- Use the Website for unlawful purposes
- Attempt to disrupt or damage the Website
- Upload malicious software or harmful code

We reserve the right to suspend or restrict access to the Website if these terms are breached.

12. Intellectual Property

All content on this Website including text, graphics, logos and images is owned by or licensed to **Ostra Douro Ltd** and is protected by intellectual property laws.

Content may not be reproduced or distributed without written permission.

13. Financial and Tax Advice Disclaimer

Cash4Gold Direct, a trading name of Ostra Douro Ltd, does not provide financial, investment, or taxation advice.

Any information provided on this Website, including price information, valuation estimates or market commentary, is provided for general informational purposes only and should not be considered financial or tax advice.

Customers should seek independent professional advice from a **qualified and accredited financial advisor or tax professional** before making decisions relating to the sale of precious metals or any financial matters.

Ostra Douro Ltd accepts no responsibility for any financial decisions made based on information provided on this Website.

14. Privacy and Cookies

Your use of the Website is also governed by our:

- [Privacy Policy](#)
- [Cookie Policy](#)

These policies explain how we collect, store and use personal data.

15. Financial and Tax Advice Disclaimer

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16. Limitation of Liability

To the fullest extent permitted by law:

- We shall not be liable for indirect or consequential losses
- Our liability is limited to the **market value of the items received**

Nothing in these Terms excludes liability where it cannot legally be excluded under UK law.

17. Changes to These Terms

We may update these Terms & Conditions from time to time.

Any updates will be published on this page with a revised "Last updated" date.

18. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

19. Contact Us

If you have any questions regarding these Terms & Conditions, please contact:

Ostra Douro Ltd

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