Au PMB AuPMB
GOLD & PRECIOUS METALS BUYERS

AUPMB
Houston, Texas · info@aupmb.com · (305) 699-4653

Packing and shipping instructions

After we have reviewed your items, we email your shipping label and instructions. Wrap and pad your items in a sturdy corrugated box of your own, attach the prepaid label and drop the box at a staffed FedEx location.

Before anything ships

- ☐ Preliminary estimate received
- ☐ Shipping label and instructions received by email
- ☐ High-value, heavy or oversized shipment arranged with us first
- ☐ Inventory form filled in (recommended)

The destination address comes with your label and instructions.

Step by step

01 **Check your items against your inquiry**
Your estimate is based on the photos and description you sent. If anything has changed, such as a piece added or held back, tell us before you ship.

02 **Photograph the items, then the packed box**
Recommended. Keep the photos until the offer is settled.

03 **Fill in the inventory form**
Recommended, not required. Description, quantity and any marks for each item or lot; weights optional. Your name, inquiry reference and package number at the top.

04 **Keep items as they are**
Don’t clean coins or polish silver. Leave graded coins in their holders and bars in their packaging or assay cards. No need to remove stones; stones set in jewelry are evaluated case by case.

05 **Wrap each item and pad the box**
Wrap items separately, keep coins in their holders, and add padding so nothing moves.

06 **Use a sturdy corrugated box**
Corrugated boxes only; no padded envelopes. High-value, heavy or oversized shipments must be arranged with us individually before you pack.

07 **Seal the box and attach the label**
Tape all box seams. Keep any description of the contents or their value off the outside. Print and attach the prepaid label we email you. Use it within one week; after that, ask us for a replacement.

08 **Drop it at a staffed FedEx location**
Hand the box over at a staffed FedEx location and keep the receipt. We choose the FedEx service for each shipment.

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What goes in the box

ITEM	INCLUDE?	NOTES
Your items, as described in your inquiry	**Yes**	Only the items we reviewed with you.
Inventory form	**Recommended**	With your inquiry reference and package number.
Copies of your ID	**No**	Please don't include them.
Payment or bank details	**No**	Payment is arranged after you accept the final offer.
Items outside what we buy	**No**	Silver-plated, gold-filled and gold-plated items and watches are outside what we buy. If any arrive, we ask what you'd like done with them; return shipping is at your expense.

More than one box? Fine when appropriate and arranged with us first. Each box gets its own label; number them on the inventory form (package 1 of 2, and so on).

Insurance and larger shipments

AuPMB sets the shipment value from your photos and our preliminary assessment, and arranges insurance through FedEx and a secondary provider. Eligibility for the prepaid label is reviewed individually; there is no fixed minimum.

- We confirm coverage for your shipment before sending your shipping label.
- Signature at delivery: decided case by case for each shipment.
- High-value, heavy or oversized: arranged individually before you pack.

After you ship

01 **Tracking**
The FedEx tracking number on your label works on fedex.com.

02 **Arrival and evaluation**
We email you when your package arrives, confirm the contents against your inventory form or description, then inspect and test each item under the authorization in your signed agreement. A material difference found before melting pauses the process for your approval of a revised estimate.

03 **Final offer and payment**
The itemized final offer normally follows the same or the next business day. Accept it and payment follows within one to two business days; decline it and your items are returned under the agreement.

Keep a record
Keep your photos of the items and the packed box, and the FedEx acceptance receipt, until the offer is settled. Questions before you ship: info@aupmb.com · (305) 699-4653