Thank you for your email.

Please visit our website at [www.a-gold.ae](http://www.a-gold.ae), where you can see the ONLY Procedures, Terms, and Conditions that we buy and sell gold.  You should be able to get answers to all your questions in our website, since we will not respond to any emails that you can find answers in our website, and we would only respond to emails with questions that you cannot find answers in our website.

We also don’t accept phone calls and especially via Skype, WhatsApp, and other free internet calls, unless we first agree via email everything and we receive your CIS fully completed with all the attachments requested.

You can start by first visiting the following link:

<http://a-gold.ae/welcome.html>.

Note that there is no other way to do business with us, and we do not provide any kind of advance payment to pay for taxes, shipping costs, or fees to a diplomat carrying the gold to Dubai or any other type of expenses, which is always asked **ONLY** for, by scammers and time-wasters trying to find a way to make money out of innocent first time Buyers/victims. We do not provide any kind of assistance or services or get involved or send Invitation Letters to anyone to get a Visa for UAE as this can easily be obtained directly from Emirates Airline or all the major hotels or Travel Agents in Dubai.

If you find all terms and conditions for selling gold to us,100% acceptable to you, then if you want to **sell over 100 kg gold** to us, **the first step you should take is submit a fully completed CIS** form with all documentation requested including copies of your passport, your National ID and your Mining or Trading Gold License, as without them we cannot even reply to any questions. Without this info, we would not be able to refine the gold since our nominated refinery is usually fully licensed under LBMA rules and cannot refine even 1 gram of gold unless first, they do a full Due Diligence on all the legal documentation of the gold and the seller.

If the quantity of gold you have available **for sale to us, is less than 100 kg**, then we need to melt, assay, and refine the gold and all you have to do is just deliver it CIF Dubai even without paperwork other than a Proforma invoice from our company.

We only buy bullion or raw gold in bars and never in dust or nuggets.

**In both cases, whether you have less than 100 kg or more than 100 kg, we must receive other than the fully completed CIS and attachments, all your identity details** including your passport and a utility bill showing your address so we can pass this information to our bank to do a full Due Diligence and make sure that you are not blacklisted in the banking system and when we are ready to transfer the funds to you for the gold that we have tested and found to be ok, the bank will not have any objection to transfer the funds, otherwise we would all be wasting our time doing all the work of shipping the gold CIF Dubai and not be able to transfer your payment in which case you would have incurred many expenses to ship the gold and to give us the order to refine, melt or assay, and then ship your gold back at your expense where you sent it from.

Let’s make it clear one more time, if quantities are more than 100Kg per tranche, then we must refine them and the refinery requires all legal paperwork, especially the location, name, and license of the mine, in order to be able to accept the gold for refining, otherwise they will never accept gold for refining.

For quantities less than 100Kg per day when delivered CIF either to Dubai airport (from where we will provide (whether it’s more or less than 100 kg) at no cost to the seller all services like Customs clearance broker fees, import duties if any, transferring the gold from Dubai airport to our offices via a security company like Transguard, Brinks or G4S or via our car, etc.) or delivered by the seller to our offices in Dubai, where we could just melt, assay, and refine the gold, and then transfer the money to your bank.

We only buy gold with a minimum 3% net discount (for quantities between 30 kg and over or 5% if the quantity is less than 30kg), or 2% net discount if the quantity is over 100kg + all expenses for secure local transportation in Dubai, melting, assaying, refining, (if all legal documentation is provided together with Mining License or License to buy gold and of course Tax Receipt that the taxes have been paid and you have an Export Permit ready) on the LBMA prices on a CIF Dubai, UAE (any quantity).

**Before any transaction takes place, everything must be fully agreed via email.**

We never issue any LC or SBLC or Performance Bonds or anything else.

If we receive all your legal documentation and your full identity and make sure that you do have gold for sale, then we can issue a sanitized Bank Statement to prove that we have the funds to buy the gold unlike some people that may ask you to ship the gold CIF Dubai at great cost and then they don’t have money to pay and they are looking to get the gold for free, find a buyer (sometimes even they sell to our company) and then pay you out of the money that the buyer will pay them.

Also, when we receive the gold, if it is under 100Kg we always first melt and assay in the presence of the Seller and during all this period, the gold belongs to the Seller until the moment we refine it the next day and we pay him and the ownership of the gold changes at the same time that the Seller receives the payment.  When the gold is over 100Kg, then it must be delivered CIF to our nominated refinery and only after we get the certificate of weight, smelting/refining and the certificate for the assay, then the Seller can issue his Final Commercial Invoice which we would sign accepting it, and pay him via bank to bank and give him the receipt the moment we pay him.

In case the Seller does not have the funds to pay for all services in Dubai, like Customs Clearance, secure transport to the refinery and/or assayer, cost of smelting and assaying, our company can pay for all these expenses (estimated at around $250/kg or minimum $5,000/shipment, whatever is greater) and the Seller can deduct them when he issues the Final Commercial Invoice.

Since we receive hundreds (over 99,99%) of fake inquiries from scammers and joker-brokers before we do anything at all, we need to receive a fully completed CIS/KYC form found in the first page of our website for:

1. our legal department to proceed with the full due-diligence via the Police and Interpol, and
2. get approval from the refinery that they can smelt and refine the gold since they will check all documents and specifications submitted to them, and
3. get approval from the bank for payment to the Seller, since even if you deliver the gold CIF, the bank will not be able to transfer any funds to any party that is in their restricted or blacklist, so we would all be wasting our time and expenses and get stuck with a payment, even if everything else is OK.

We do not sell gold.

**We are Gold Buyers…..and not Traders or Intermediaries.**

**Frequently Asked Questions:**

**When do I get paid for my gold and when the transfer of ownership of the gold takes place?**

1. If the quantity is less than 100 Kg, we pay immediately after we melt, assay and refine the gold.
2. If the quantity is more than 100 Kg, and up to 1,000 Kg per week (which is the maximum quantity that the refinery can process within a week, as it takes them one day and then logistics by Transguard, Brinks or G4S takes another day, and then payment by the bank takes another 3 Dubai business banking days for a total of 5 days for each tranche up to 1000 Kg, which after regular shipments of a few weeks, can be increased to 2,000 Kg per week or over 8,000 Kg per month, or over 100 tons per year), we pay immediately again but to receive the funds via bank to bank and this usually takes 3 business banking days  after the smelting of the gold and after the assay by our nominated and fully licensed Assayer, and after refinding the gold, and final signature of the Final Commercial Invoice by the Buyer and Seller (or their authorized representatives in the Sales & Purchase Agreement if the Seller wants to sign one which is ok with us, and there are samples on our website).

**What is the payment method when buying (and not selling) gold from us?**

1. 10% with the order and
2. 90% two days before we deliver the gold (within 5 business banking days) with all certificates to your security transport company like Brinks, G4S or Transguard from our Emirates bank vault.

Thank you for your understanding as the last thing we want to do is waste our time and your time exchanging emails without meaning as all documents and procedures are listed in our website, and unless you agree with them 100%, there is no need to exchange any emails.

Best Regards,

From the Office of Mr. John Bethanis

A Gold General Trading FZC

