



Frequently Asked Questions

Q.1. How is the value of jewelry determined?

A.1. We inspect each item presented and establish their carat, (or percentage silver), weight (less any non-metallic inclusions) and multiply that by the amount we pay for that carat (or percentage silver) for the day.

Q.2. Why do we not pay the value shown on valuation certificates?

A.2. Valuation certificates are for insurance purposes, showing what new jewelry will cost to replace that which has been stolen or lost. We however, buy second hand gold and silver jewelry for their melted metal value, often referred to as scrap or recycled value.

Similarly, our diamond prices are below wholesale, while valuation certificates quote diamonds at full retail price including Vat.

Q.3. Can I buy second hand jewelry from GoldEx?

A.3. Generally, we don't do that as it leads to problems when diamonds or other stones fall out, chains break or in the case of white gold, when the rhodium plating wears off. Some select silver rings are the only exception to this rule.

Q.4. How long does it take for GoldEx to buy my jewelry?

A.4. This depends on how much jewelry you have on offer and how much testing needs to be done on each piece. The norm would be about twenty minutes from start to finish, with you having received our payment either in cash or by EFT.



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Q.5. What documentation must I present when selling my jewelry, silverware, Krugerrands or diamonds?

A.5. We will require suitable identification as in your I.D., driver's license or passport, and in the case of paying you by EFT, your bank account details.

Q.6. What other information will you require when I sell my jewelry or Krugerrands?

A.6. We will ask you to complete a simple form, showing your residential address, cell number, signature, date and value of goods we have bought from you. This is in accordance with the Second Hands Goods Act and S.A.P.S. requirements.

Q.7. Is my transaction with GoldEx confidential and secure?

A.7. Yes, definitely! All transactions and personal details are strictly confidential.

Q.8. How can GoldEx help me recover my stolen jewelry?

A.8. Without delay, report the theft to S.A.P.S. Knysna and obtain a crime report number. Share this number with us and provide as much detail on each item stolen as possible. Drawings or pictures are a great help for us to identify stolen jewelry.

We will also post your information and descriptions of jewelry out to reputable gold dealers in the Western Cape to join in the search.

Q.9. Do you offer safe storage facilities for my Krugerrands?

A.9. No, unfortunately we do not offer this service. Please speak to your bank in George.



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Q.10. How long is your quote on my valuables valid for?

A.10. Our quotes are valid for the day they are written. Price fluctuations occur on a daily basis, so we will (or may) adjust our quotes accordingly.

Q.11. Must I make an appointment before visiting GoldEx?

A.11. This is not necessary unless you particularly want to be served by Glen or Natasha, in which case an appointment would be recommended. Large transactions are best done under appointment.

Q.12. I`m from Jeffreys Bay. Must I come to Knysna to do business with you?

A.12. Glen does house calls in distant towns and cities. This needs to be planned correctly and we will need to establish what is on offer beforehand.

Q.13. Where is GoldEx located in Knysna?

A.13. We are in the center of Knysna Mall, 41 Main Street; Knysna. Secure parking is available beneath the Mall on levels P.2. and P.3. all free for the first hour.

Q.14. Can I sell jewelry or valuables belonging to my friend, my mother or other relative?

A.14. We discourage this. We must be sure that we are buying valuables from the rightful owner who is seated in front of us. We may ask certain questions to be sure of this, as we do not want to buy stolen jewelry. If we are not sure, we do not buy it.

Q.15. Must I explain why I`m selling my jewelry or where I got it from?

A.15. No, we do not need to know any of that, unless for some obvious reason, we believe it may be stolen. We`ve been doing this for 12 years; I think it`s fair to say: We know what we are doing!