

Terms and Conditions

Last updated: 15 July 2026

1. Contractual Parties and Scope

These Terms and Conditions ("Terms") apply to all sale and purchase contracts concluded between you as the customer (whether a consumer or a business) and us, the operator of this website, including purchases made through our sell-back service.

The operator of this website and your contractual partner is: GoldPenthouse, registered under KVK-number 42113687. Email: info@goldpenthouse.com.

2. Where to Find Information About Us and Our Products

You can find everything you need to know about us and our products on our website before you order. We will also confirm key information to you in writing after you order, by email and/or in your online account.

3. We Only Accept Orders Once We've Checked Them

We contact you to confirm we've received your order and then confirm separately once we've accepted it, along with dispatch confirmation and a tracking number where applicable. Where we are unable to contact you, no agreement will be established, so please ensure your contact details are correct and up to date.

4. Sometimes We Reject Orders

We may reject an order — for example, if a product is unexpectedly out of stock, if you are located somewhere we do not ship to, or if a product was mispriced compared to the live market rate. If this happens, we will let you know as soon as reasonably possible and refund any sums you have paid.

5. We Charge You When We Accept Your Order

Payment is taken when we accept your order. You own the products you buy once we have received payment for them in full.

6. Payment Methods and VAT

The purchase price and any shipping costs must be paid in advance, via iDEAL, bank transfer, or credit card (Visa or Mastercard). We do not accept PayPal, Western Union, cryptocurrency, or other digital assets.

Bank transfer payments must reach our account within the period stated in your order confirmation. Because precious metal prices fluctuate continuously, timely payment is a material condition of the order — we recommend using an instant bank transfer where available. If payment is not received in time, we reserve the right to cancel the order.

Prices on our website are inclusive of VAT unless stated otherwise. Investment-grade gold is generally VAT-exempt within the EU; other products (such as silver, platinum, palladium, or accessories) may be subject to VAT depending on your location.

Promotions. We may offer discount vouchers or promotional codes from time to time. These are valid only for the period and terms stated, cannot be combined with other offers unless stated otherwise, cannot be exchanged for cash, and must be applied at checkout before the order is completed.

7. Late Payment

If we are unable to collect a payment you owe us, we may charge interest on the overdue amount at the statutory rate applicable in our jurisdiction, accruing daily until payment is received in full.

8. Delivery

We ship on the terms and at the costs stated on our website under Shipping. Delivery is made to the shipping address on your account, which must be a permanent residential or verified business address — we do not deliver to hotels, parcel lockers, or P.O. boxes. If such an address is provided, you will be responsible for any additional costs incurred as a result, and insurance coverage may be void.

When your order is delivered, please check the parcel for any signs of tampering before accepting it, and check the contents against your order as soon as possible, contacting us immediately if anything is missing or damaged.

Delivery times may be affected by product availability, customs formalities, and courier logistics, which are outside our control.

9. We Are Not Responsible for Delays Outside Our Control

If delivery is delayed due to circumstances beyond our reasonable control, we will notify you as soon as possible and take reasonable steps to minimise the delay. We will not be liable for compensation resulting from such delays.

10. Identification Requirements

You must provide any information we reasonably require to comply with applicable laws and regulations, including anti-money laundering (AML) and know-your-customer (KYC) requirements — particularly for larger orders or sell-back transactions. We are not liable for any losses you incur as a result of your refusal to provide this information, and we may decline to process an order or transaction where it is not provided.

11. Products Can Vary Slightly From Their Pictures

A product's true colour may not exactly match what is shown on your device, and packaging may vary slightly from images shown on our website.

12. You Do Not Have an Unconditional Right to Cancel

Most products on our website are subject to continuous price fluctuations in the financial markets, which are outside our control. As a result, you do not have a statutory right to withdraw from your purchase of such products once the order has been accepted, except as set out in our Cancellation Policy.

13. Product Issues and Your Statutory Rights

If you believe there is something wrong with your order, please contact our customer service team. We will guide you through the process of assessing any defect. Your statutory rights as a consumer remain

unaffected in the event of defects or non-conformity of the products.

14. We Can Change Products and These Terms

We may make changes to a product or these Terms going forward, for example to reflect changes in applicable law or regulation, or to make minor technical improvements (such as addressing a security issue). We may also temporarily or permanently suspend or withdraw a product from sale at our discretion.

15. We Can End Our Contract With You

We may end our contract with you and claim any compensation due if: you do not make a payment when it is due; you do not provide required information (such as documents needed for identity verification or customs clearance) within a reasonable time; or you do not accept or arrange collection of the product within a reasonable period after we have made it available.

16. Limitation of Liability

We are responsible for losses you suffer that are caused by us breaking this contract, except where the loss is: caused by a delaying event outside our control (as described above); avoidable by you taking reasonable action; or a business loss relating to your trade, business, craft, or profession. Nothing in these Terms limits liability that cannot be limited or excluded under applicable law.

17. Your Personal Data

How we use your personal data is set out in our Privacy Policy.

18. Resolving Disputes

If you have a complaint about our products or services, please contact us — we will do our best to resolve it amicably. These Terms are governed by the laws of the Netherlands, and any disputes will be subject to the exclusive jurisdiction of the courts of the Netherlands, without prejudice to any mandatory consumer protections available to you in your country of residence.

19. Other Important Terms

Neither party may transfer this contract to someone else without the other party's prior agreement. If we delay in enforcing our rights under this contract, that does not prevent us from enforcing them later.