

AUREVRA — Terms of Sale

Conditions governing the sale of AUREVRA products

IMPORTANT — Publish on a 'Terms of Sale' page and link it from the footer and from order/enquiry confirmations. Complete all [bracketed] fields (notice periods, handling fee, contact).

1. Parties and Acceptance

These Terms of Sale ("Terms") govern the sale of AUREVRA products by Heivoa Bullion Trading (Business Reg. No. 202603140844 / JR019465-T) (the "Seller", "we", "us") [replace with the registered operator if different] to you (the "Buyer"). By placing an order or making payment, you accept these Terms together with our Disclaimer & Legal Notice and Privacy Policy. AUREVRA® is a brand of Cf Domus Argentum Sdn. Bhd. (Company No. 1613021-M), operated under Maison Rhyton.

2. The Products

AUREVRA products are physical articles struck in .9999 fine silver, sold as tangible collectible and bullion goods for ownership, gifting and long-term wealth preservation. They are sold as goods and are not securities, investment schemes or financial products, and no profit, yield or return is promised (see our Disclaimer & Legal Notice).

3. Orders and Acceptance

Quotations and product listings are invitations to treat. Your order is an offer to purchase. A contract is formed only when we confirm acceptance of your order and/or receive cleared payment. We may decline or cancel any order — for example, where stock is unavailable, where a price was displayed in error, or where identity or anti-money-laundering checks are not satisfied — and will refund any payment made for a declined order.

4. Price

Prices for precious-metal products are based on the prevailing market and may change at any time before your order is accepted. A quoted price is valid only for the period stated at the time of quotation; if payment is not received within that period, the price may be re-quoted. Unless expressly stated, prices exclude delivery charges and applicable taxes, including Sales and Service Tax (SST), which will be added where applicable.

5. Payment

Payment is due in full before delivery or collection, by the methods we make available. Title to the products passes to you only upon our receipt of full cleared payment together with delivery or collection. We may impose limits on cash payments and require additional verification in line with anti-money-laundering requirements, and may withhold release of products pending payment verification.

6. Delivery and Collection

Products may be delivered by insured courier or handed over in person ("face-to-face"), as arranged. Delivery timeframes are estimates only. You (or your authorised representative) must inspect the products on receipt and acknowledge collection. Where delivery is by courier, please do not accept a parcel that appears tampered with, and report any issue immediately. Risk in the products passes to you on delivery or collection.

7. Authenticity and Certificate

Each genuine product is supplied with a certificate of authenticity bearing a unique serial and verification reference, and may be verified through the official channel at aurevra.rhytonasia.com. Please retain the certificate, as it may be required for any future buyback.

8. Inspection, Defects and Non-Conforming Goods

Please examine your products on receipt. If a product is defective, damaged in transit or does not conform to your order, notify us within [7] days of receipt with proof, and we will — at our option and in accordance with your statutory rights — repair, replace or refund the affected product. Nothing in these Terms limits your rights under the Consumer Protection Act 1999 or the Sale of Goods Act 1957.

9. Returns and Cancellation

Because prices are linked to a fluctuating market, change-of-mind returns are accepted only at our discretion, within [7] days of receipt, where the product, its certificate and its packaging are returned intact and unmarked; such returns may be subject to re-quotation at the prevailing market price and a reasonable handling fee of [...]. Limited-edition, numbered, engraved or personalised items are not returnable except where defective or non-conforming. This clause does not affect your statutory rights in respect of defective or mis-described goods.

10. Buyback / Repurchase

We may, but are not obliged to, offer to repurchase genuine AUREVRA products. Where a buyback is offered: (a) the price is determined on a prevailing market basis at the time of repurchase and is not fixed, guaranteed or set at a premium; (b) the product must be genuine and verifiable by its certificate, serial and verification reference; (c) the product must be in acceptable condition and, where required, in its original packaging with documentation; (d) we may require identification and apply anti-money-laundering checks; and (e) payment will be made by the method and within the timeframe we notify. We may decline to repurchase any item that cannot be authenticated or that is not in acceptable condition. A buyback is a separate transaction and does not represent any promised return on your original purchase.

11. Authenticity Guarantee; No Guarantee of Value

We warrant that genuine products supplied by us are .9999 fine silver as described and independently assayed. We give no warranty, representation or guarantee as to the future market value, resale price or performance of any product.

12. Anti-Money-Laundering and Compliance

As a dealer in precious metals, we may be subject to the Anti-Money-Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 (AMLA). We may request identification and source-of-funds information, set cash-payment limits, and decline, delay or report transactions where required by law.

13. Limitation of Liability

To the fullest extent permitted by law, our total liability arising out of or in connection with any order is limited to the price paid for the affected product, and we are not liable for any indirect or consequential loss, or for any loss of value, profit or opportunity. Nothing excludes liability that cannot lawfully be excluded.

14. Force Majeure

We are not liable for any delay or failure to perform caused by events beyond our reasonable control, including market suspension, supply disruption, courier failure, natural events or acts of government.

15. Privacy

We handle personal data in accordance with our Privacy Policy and the Personal Data Protection Act 2010.

16. Governing Law and Disputes

These Terms are governed by the laws of Malaysia, and the parties submit to the exclusive jurisdiction of the courts of Malaysia. The parties may first seek to resolve any dispute amicably or through mediation.

17. General

If any provision is found unenforceable, the remainder continues in effect. These Terms, together with the Disclaimer & Legal Notice and Privacy Policy, form the entire agreement between you and us in relation to your purchase and supersede prior representations. We may update these Terms; the version in force at the time of your order applies.

18. Contact

[Operator name] · [registered address] · [email] · [telephone].

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