

FAQs for Karatbars

Who is Karatbars International?

Karatbars International is based in Germany. The company is a bank-independent trading houses for merchandise and precious metals, especially Gold bullion in form of a card in small denominations. Due to our bank-independent activity we can offer our customers and partners a free selection of suitable products without the influence of outside corporate interests.

Karatbars International is an Internet trading company and its products are shipped worldwide to an expanding and impressive list of countries.

<http://www.karatbars.com/landing/?s=smartpayweekly>

What does the product of Karatbars International offer?

The group Karatbars offers one of the most extraordinary range of products on the market. Karatbars International gold bars are characterized by high quality workmanship and quality.

The producers and suppliers of our one-gram gold bars are all listed on the London Bullion Market Association (LBMA), which is a guarantee for production and supply stability.

An absolute highlight of our products are the countries gold cards. On these special cards you have glorious colors showcasing the respective national flags. These gold bars from Karatbars International are characterized by high quality workmanship and quality.

You also have the opportunity to acquire limited edition gold card collector pieces. We aim to offer several different editions with a variety of interesting subjects. Since we often need a license for these cards and the requirements are small to maintain uniqueness and collectability, the price differs from the regular gold card.

These Karatbars International gold bars are manufactured with the usual high quality of workmanship.

With which producers and suppliers Karatbars group is working together?

Our partners are well chosen. Especially the gold refinery are one of the best in the world.

Can I get advice on my purchase decision?

Our team is globally around the clock. We also provide information and video presentations so you can learn in detail why you should invest in gold. The decision of whether and how much you invest in gold is, however, entirely up to you. To help you make an informed decision and help with analysis we offer, free of charge, subscription to our newsletters to provide timely updates on current market events.

Is Karatbars International a bank?

No. Karatbars International is an independent private Internet trading house for gold in small units. We work in over 60 countries around the world, offering not only the “normal” gold bullion cards but also country maps (countries with Logo) and Limited Collector’s Gold Card. Through direct contracts with producers we work without middlemen enabling us to pass on price benefits directly to you and offer reasonable prices and fair conditions.

Why Karatbars is often cheaper than a bank?

Karatbars is an independent Internet trading company and not a bank. As a direct supplier, we source the least expensive in the market and sell from our online store 24/7 for our global customers. The Internet allows us synergies and cost advantages that we pass on directly to you. This allows us to make our prices and terms for you as competitive as possible.

How Karatbars, ensures the security of my data during transmission over the Internet?

For the security of your information during transmission is ensured.

We guarantee secure data transmission by using Secure Sockets Layer (SSL short) protocol. With SSL, your personal data information you enter on our Web site, encrypted, and can thus be read only by us.

The SSL encryption protocol has been established as the market standard for data over the Internet and is continuously being developed. Our privacy policy in full, see “Privacy” in the footer of our website.

How do I get into the closed area and what is being offered?

First of all, you must register for free. Then you will receive your username and password. The closed area can be accessed via the button “LOGIN” at the top right corner of the homepage.

Customers and business partners can reach via the LOGIN their personal trading platform with all the agreed upon functionalities.

Immediately after receipt of completed registration forms, you can log in immediately with Karatbars.

In a closed area you will find our offers and content for specific customer and purchasing groups.

I have more questions. Who can I contact?

Under the “Support” button, you can immediately ask questions. All questions will be answered as quickly as possible from our qualified support team. If referred by one of our affiliates, alternatively, feel free to contact them for help.

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What products does Karatbars offer for purchase?

Karatbars International has steadily expanded its product line and now offers a product line for many special or memorable events throughout the year. Whether a birth of a baby, wedding, Easter, Christmas or birthday, Karatbars will revolutionize the market place with our speciality gold cards. Gold collector cards are also available in various limited editions. For collectors or those who want to be, this product line can be a viable option. Collector gold card editions will sometimes be priced above normal market rates which allows for additional licensing fees incurred.

First steps in “My Karatbars”

How do I sign in “My Karatbars”?

Click on the button top right “Register” and fill out the registration form. Since we have an affiliate program, you need to register one of your user ID. Mostly this user ID is available in the registration form. If you do not have user ID, then speak with the person who recommended you. After filling out the registration form you will receive your username and password. Now you can log in.

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My first online purchase with Karatbars

This is very easy. Log in now to your personal back office. Under the button “KYC” invite your identification and a high bill (electricity or phone bill) not older than the last 3 months. Within 24 hours you will then be unlocked.

Under the button “Buy Gold” select the desired category and enter the desired amount. Within a few minutes you can order your gold card. Please contact us immediately via online confirmation of your order with compulsory courses according to our published price list. If you pay by credit card the number of your purchase ingots are shown in real time.

If you want to transfer, click on Bank Transfer. Your PDF file is generated with your username and your personal ID number (please specify with transfers always). If you scroll down the PDF file, you will find the bank accounts, you can fund. You transfer the invoice amount.

We inform you about your payment on our account, by providing you with in your personal back office gold account. The amount of gold purchased by you confirm. Your goods will be at the 4-Karatbars to eye principle counted under surveillance by a video camera and finished.

Our logistics partners will contact you to arrange a delivery time convenient for you. Via FedEx you can even track the delivery on the Internet.

My first online sale of Karatbars-how does it work?

Comfortable and uncomplicated.

If you have stored your gold with Karatbars:

Your gold will be sold out from your online account at the current redemption price.

You will receive your money within a few days on your account.

If you have stored your gold yourself:

First, share with us online via email, how much gold you provide us – including your account number.

Second, you will receive a binding offer with courses according to our price list Karatbars.

Third, our logistics partner gets the goods on our behalf.

Fourth, we examine your goods for authenticity and recyclability (state). Everything should be fine, as soon as possible, the agreed purchase price, less the collection costs credited to the account specified by you or:

Fifth, should your goods be recycled, contrary to expectations, we will contact you by telephone link.

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I would like to change my account – how?

To change your password, please login with the old access in “My karat bars” one, go to the “Profile” and then change into the category profile. Now you can comfortably change your password.

No right answer?

Please contact us by e-mail to our technical support@karatbars.de We will contact you as soon as possible within 24 hours

Questions about values logistics

What are the delivery and pick-up costs?

The cost of delivery and shipping costs are dependent on both value and quantity of goods, as well as shipping method and weight. The relevant delivery costs are displayed in the checkout process. Note: The card with a 1-gram ingot weighs about 8 g! This means that if we send gold 100 g, this is a total weight of 800 g.

Shipping costs in Europe and worldwide can be viewed here.

My goods have not arrived yet! Who can help me?

You have already received email notification that your merchandise was delivered to the logistics company. However, a day has then passed and you have not received a request for a delivery date from the logistics company?

In exceptional cases (airline strike or adverse weather conditions) there may be occasional delays. If this were the case, please notify us immediately so we can take care of the whereabouts of your delivery. We sit with our logistics partner and clarify the facts for you. Via FedEx, you will receive a transaction number. There you can see exactly where your package is at the moment. For further questions please contact us using e-mail or call us at +49 711 120 408 30.

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What happens if I am not at home at the time of delivery?

You need to be at home at the time of delivery to sign for your package. If you are not at home during the specified time our logistics partner will leave notification in the mail box. Please note, in this case, you will need to contact the logistics company for a new appointment. Any additional re-delivery costs will need to be borne by you. We apologize for any inconvenience that this may cause. Thank you.

What to do if the delivery is inconsistent with the contents of the shipment?

Karatbars has provided several qualified security checks. In an optimized sequence of checks, the contents of your shipment is weighed electronically under video surveillance and compared with the calculated target weight.

If despite all the checks it comes to discrepancies, please inform us immediately.

Questions about using the website

What is "My Karatbars" and the benefits for me?

"My Karatbars" is your own access to the virtual worlds trade of Karatbars.

It offers simple and convenient functions for your purchase or sale of gold bullion and merchandising products, and provides valuable and late-breaking information and comments about the precious metals market. We provide an online trade in gold.

With the function "My Karatbars" you always have an overall view of your current orders and sales. Under the Button "Gold Account" and "Account Overview" you receive the history of your purchases. "My Karatbars" manages master data such as account information, shipping addresses and your correspondence with Karatbars. You will also find all the forms and documents available for download.

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Whatever you want to do: you have the opportunity in “your” Karatbars to “do it yourself”.

Your benefits of “My Karatbars”

- * Direct access to your personal master data
- * Overview of all transactions and activities
- * Self-manage your account, payment and delivery details
- * Direct access to useful and valuable documents and information
- * Personal notifications of Karatbars and the trade teams – anytime 24/7
- * Access to our Archive / Archive Download

What happens to my data that I’ve given you?

Certain information we collect to process the transaction. We treat all information confidentially and with absolute care. A transfer of data or access by unauthorized persons is excluded. Your data is stored only in-house. All our employees are subject to secrecy and have committed ourselves in writing to use such information solely for the purpose of processing in the context of your business with Karatbars.

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Who can I contact if I forget my password?

You can instantly online to request your new password. Go to the LOGIN page and click the appropriate input box below the button “Forgot Password?” – You receive an immediate email messages from our Support Team.

How Karatbars, ensures the security of my data during transmission over the Internet?

For the security of your information during transmission is ensured.

We guarantee secure data transmission by using Secure Sockets Layer (SSL short) protocol. With SSL, your personal information you enter on our Web site will be encrypted and can thus be read only by us.

The SSL encryption protocol has been established as the market standard for data over the Internet and is continuously being developed.

Buy and sell precious metals

What advantages do I have when I buy or sell precious metals in Karatbars?

Whether you buy or sell: With Karatbars agree quality and price. Because we work directly with producers and refineries – no middleman! We have our own product line at the refinery in Turkey (Istanbul). Thus we can control the volume of production itself, so that we can meet even with a relatively constant shortage of gold supply to our customers.

Normally, a production with delivery takes about 6 weeks (depending on country). Immediately after receipt of payment the goods will be ordered from the producer. And should you even have a special request, so we are happy to supply.

Unlike other gold trading houses, we obtain our gold directly from the producer. We pass this benefit in the form of price benefits directly to you and our business partners.

www.karatbars.com/landing/?s=smartpayweekly

How can I order Karatbars?

This is very easy. Log in now to your personal backoffice. Under the Button KYC you are required to confirm your identification by submitting the requested documents listed. Within 24 hours you will then be unlocked.

Buy Gold under the button, select the desired category and enter the desired amount. Within a few minutes you can order your Gold Card.

Please contact us immediately via online confirmation of your order with compulsory courses according to our published price list. If you pay by credit card, once the number of your purchase ingots are shown in real time.

If you want to transfer, click on Bank Transfer. Your PDF file is generated with your username and your personal ID number (please specify with transfers always). If you scroll down the PDF file you will find the bank details, you can fund. You transfer the invoice amount.

We inform you about the payment to our account by going to your personal back office gold account. Your purchased gold to get confirmed. Your goods will be counted at Karatbars in the 4-eye principle and with a video surveillance camera and finished.

Our logistics partners will contact you to arrange a delivery time convenient for you. Via FedEx, you can even track the delivery on the Internet.

Can I sell precious metals Karatbars?

Of course you can also sell your precious metals to us.

Comfortable and uncomplicated.

First, we receive your sale order online via email with your account number.

Second, your gold will be sold out from your online account at the current redemption price.

Third, you will receive your money within a few days on your account.

Is there a minimum order value?

Yes! The minimum value is 50, – € with a monthly gold buying. Once you purchase a 500, – € call.

Can the price change after my order?

No! Whether you are buying or we buy – we agree with your mandatory courses. When you buy you pay the current day's price on the date your payment is credited to our account. For credit card payment it will be at the current price of the day. You can view your total gold purchase transactions from the following links:

First, press the tab "Gold Account".

You first have an "Account Overview"

Second you have "Transaction History". All transactions are shown including your gold buying, selling and gold delivered to you.

Third, you have "Card Login"

Fourth tab is "Invoices" this will show you the invoices of your gold purchase.

Can I change my order?

No. If you ordered the gold online and the payment has been received, we can't change the purchase contract. The quantity and the prices are fixed in the deal. We enter into a delivery commitment, you pay an obligation. A change in your order is therefore no longer possible.

Please refer to our terms and conditions, which can be read on the website.

What are my payment options?

The simplest ways are: by credit card or bank transfer.

Under the tab "Market Place click the tab "Buy Gold"

After you have made your purchase and accept the terms and conditions, you get to the payment options. Here you can select the credit card or bank transfer.

Click on a bank transfer. Your PDF file is generated with your username and your personal ID number (please always specify this ID number on transfer documents). If you scroll down the PDF file you will find the bank details, complete and transfer the invoice amount.

We inform you about the payment to our account and you can find this by going to your personal back office gold account.

When your purchased gold is ready for delivery, your goods will be counted at Karatbars in the 4-eye principle and with a video surveillance camera and dispatched to the logistics company.

Our logistics partners will contact you to arrange a delivery time convenient for you. Via FedEx, you can even track the delivery on the Internet.

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