

APPRAISAL/VALUATION
Confidential Information Document

TAKING-IN PROCEDURE DECLARATION

Complete in BLOCK CAPITALS

Job/Reference Number			
Customer's name and initials	Mr/Mrs/Miss/Ms		
Customer's address			
		Postcode	
Customer's telephone number			

For which purpose would you like it/them valued?	Insurance, Probate etc		
If Probate	Date of death		
	Name of the deceased		

DIALOGUE WITH THE CUSTOMER
(Record answers)

<i>Please tick the appropriate boxes</i>			YES	NO
1	Do you currently insure the goods?			
2	Has any item been valued before? If yes, when?	<i>Enter date here</i>		
3	Did we carry out the previous valuation?			
4	Is any item to be sold?			
5	Are there any valuation documents, certificates, receipts or other relevant documents relating to these items that show the weight, grading, stone identity, provenance or previous values ?			
6	Any specific item(s) to be valued SHR, ARV etc?			
7	Was any item purchased in the last three years?			
8	Was any item purchased second-hand?			
9	Was any item purchased on the Internet or from a shopping channel?			
10	Was any item purchased at auction?			
11	Was any item purchased abroad? If yes, where?	Location		

If 'yes' to any of these questions it must be recorded overleaf.

Also, any purchase provenance available and/or receipts, particularly any stone reports/certificates, the country of origin and where possible the prices paid are all required where applicable.

<i>Please tick the appropriate box</i>			YES	NO
Did the customer decline to supply any information or documentation?				

Continued overleaf

Job/Reference Number	
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Details of Items Left

<i>Item</i>	<i>Quantity</i>	<i>Condition/damage, provenance/certificates/previous valuations and receipts, NRV/SHRV etc. Details of purchase (questions 7-11). Use an additional page if required.</i>
Alberts		
Bangles		
Bracelets		
Brooches		
Cuff Links		
Earrings		
Necklaces		
Pearls		
Pendants		
Rings		
Watches		
Miscellaneous Jewellery		
Flatware		
Hollow-ware		
Miscellaneous Silverware		
Other Items		

AGREED TOTAL NUMBER OF ITEMS LEFT:		AGREED TOTAL NUMBER OF DOCUMENTS LEFT:	
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DISCLAIMER

These goods have been accepted for valuation on the basis of limited and provisional inspection and the valuer is not bound by any description should the same subsequently prove upon full inspection to be inaccurate. If a client for whatever reason withholds pertinent information/documents that affect this valuation, it becomes null and void. No fees will be refunded.

Customer's signature here at time of leaving goods.	Customer's signature here on return of goods to the customer.		
I have read and understood the above disclaimer			
Taken in by and Date		Given out by and Date	

Extract from Chapter Six of "The Valuer's Guide"

Receipts

***To be read in conjunction with the
APPRAISAL - VALUATION Confidential Taking-in Information Declaration***

Valuations should not be carried out 'on the spot', in front of the client, except perhaps in very special circumstances.

Normally, the client will have to leave the goods with the valuer for a period of time. It helps if one explains the need for tests to be carried out if the appraisal is to be accurate and worth the fee. It, therefore, has to be considered what sort of record should be made while the client is still on the premises, and what sort of receipt, if any, should be given.

It is good practice to complete a basic record in front of the client. The minimum amount of information would be:

- (a) name, address and telephone number of the client,
- (b) purpose of the valuation,
- (c) number of items to be valued.

It is desirable to note down a brief description of each article, if circumstances permit and to note any existing damage or missing stones. However, if this is done it is important to add a disclaimer to the effect that:

"The goods have been accepted for valuation on the basis of limited and provisional inspection and the valuer is not bound by any description should the same subsequently prove upon full inspection to be inaccurate."

Some valuers ask the client to check and sign the

booking-in record before leaving the premises. A signature on the part of the customer will be necessary if a disclaimer, as described above, is to be effective. A signature should also be used to authenticate release of the items.

Although it is obvious that, in most cases, a full inspection of the goods cannot be carried out at this time, circumstances should dictate the degree of inspection that is given. High-value or suspect items must be studied carefully; significant damage must be pointed out to the client and recorded. The initial discussion with the client is one which, in itself, calls for a considerable degree of expertise on the part of the valuer. He/she must make rapid judgements identifying points of importance and possible pitfalls, directing his/her skill and experience to preventing problems from arising at a later stage in the transaction and sharing his/her knowledge with the customer to help build up confidence in his/her ability.

There are mixed views about giving receipts for goods left for valuation work. The position is exactly analogous to the case of goods left for repair. Many clients feel reassured by being given a piece of paper, but it is important that any receipt given should not record the name and address of the client nor specify the goods concerned.

Whenever a receipt is presented, unless the client is known, the invariable practice should be to ask for the name and address and a description of the goods. This information can be checked against the records before anything is handed over.