



IT problems in relation to ordering of 20-krone coin with Faroese boat, proof version

On Monday, 2 November 2009 at 8:30 a.m., Royal Danish Mint opened for the sale of the proof-version ship coin with a Faroese boat as its motif. It had been pre-announced that the proof coin would be minted in an edition of 1,500. Unfortunately, extensive interest in the coin caused the IT systems to crash, resulting in a number of errors.

From a technical perspective, this meant that telephone orders were given first priority, even though other customers may have tried to place orders via the website earlier or at the same time. Moreover, some order confirmations have turned out to contain errors. Consequently, the 1,500 coins have not been distributed in accordance with Royal Danish Mint's standard procedure, i.e. on a first-come, first-served basis.

Against this background Royal Danish Mint has decided to fulfil all orders for the proof version of the coin. Depending on the order intake, the number of coins minted may thus exceed the pre-announced 1,500.

Card payments submitted on 2 November 2009 cancelled

In practical terms, all orders for the proof version placed via the website using payment cards will be cancelled, i.e. no order confirmations will be sent for these orders.

This means that the orders in question must be resubmitted, either in the usual way via the website, or by telephone to Royal Danish Mint, tel. (+45) 43 45 40 11. Depending on the number of orders received, it may be necessary to strike extra coins, and therefore delivery may be delayed.

Deadline for orders

Proof coins may be ordered up to and including Tuesday, 10 November. The price remains unchanged, DKK 125 per coin, and purchases are still restricted to three coins per customer.

Right of cancellation

Customers who have received order confirmations, but would like to cancel their orders now that the edition may be larger than planned, are welcome to do so. Please contact Royal Danish Mint by e-mail or telephone as soon as possible.

Royal Danish Mint apologises for the IT problems and the inconvenience caused.