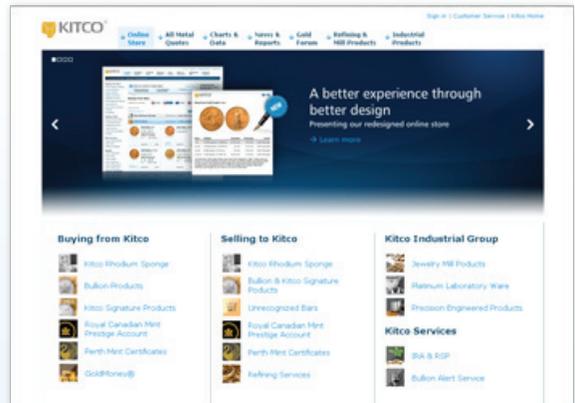


## A quick reference guide to Kitco's new online store

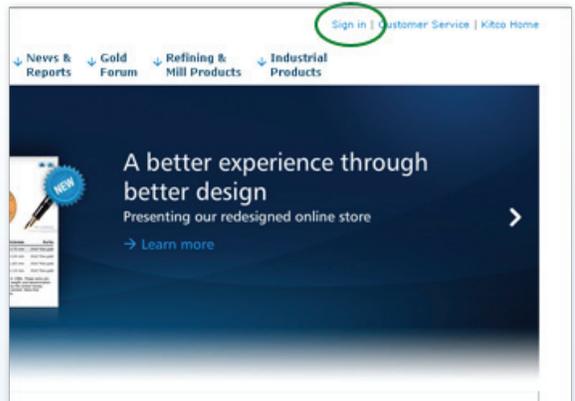
When our customers speak, we listen. You wanted Kitco's online store to be better organized. So we went to work on it. Now, we are happy to announce the launch of our new, redesigned online store.

Some of its most important new features are described here.



### Checking your account

In the new online store, we've placed a **Sign in** link in the top right hand corner. This link will always be there, no matter what part of the online store you are browsing. Sign into your account by clicking this link to view your transaction details or to modify your profile.



### Buying from Kitco

In the new online store, a set of links to different product categories will appear under the heading **Buying from Kitco**. Click on the appropriate link for the type of product you want to buy and proceed as before to check-out. If it's your first purchase from Kitco, you will need to create an account to buy any product.

We are also introducing bulk pricing for larger orders of certain products. The discounted prices will be clearly marked and highlighted next to each eligible product.



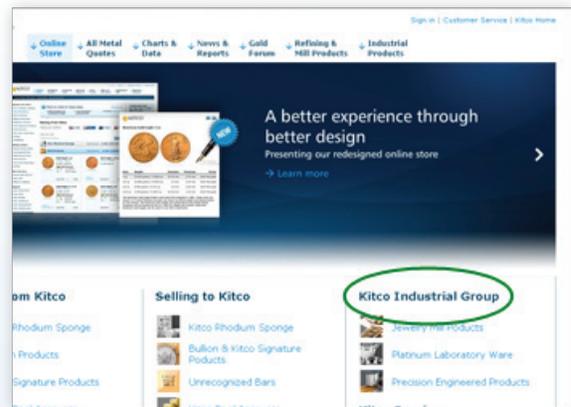
## Selling to Kitco

The Selling to KITCO button has been replaced with a new set of links on the landing page that will appear under the heading **Selling to Kitco**. Click on the appropriate link for the product you want to sell and proceed as before to create your packing slip.



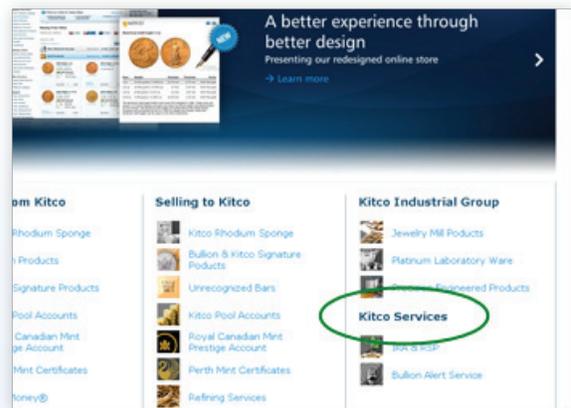
## Buying or selling industrial products

To buy platinum labware or our new Precision Engineered Products or to sell jewelry, click on the appropriate link that will appear under the heading **Kitco Industrial Group** on the landing page. These links can also be accessed from the left hand side menu on other pages.



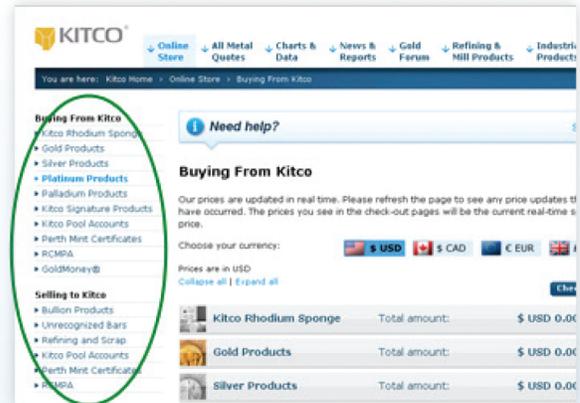
## Other products and services

To buy precious metal for your IRA or RSP and to sign up for Kitco's Bullion Alert Service, click on the relevant link under the heading **Kitco Services** that will appear on the landing page.



## Navigating the website

Throughout the online store (except on the landing page), you will see a permanent list of links on the left hand side. Click on these at any time to buy or sell specific products or product categories. We have organized these links to minimize the number of clicks required to perform the most common buying- or selling-related tasks.



## Accessing relevant information

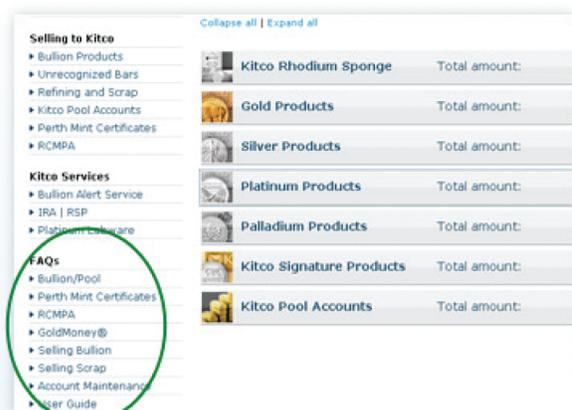
On all pages (except the landing page) of the new online store, you will see a prominent new block on the right hand side. This dynamic block contains information that is pertinent to the task you are performing on the page you are browsing. Here, you will see currency exchange rates, bid or ask prices, metal price charts, helpline phone numbers and relevant product information.



## Getting help

A set of product-specific FAQs is permanently visible on the left hand side. These links open up answers to the most commonly asked questions. Here, you will find explanations for how to do things, how we define certain terms and the procedures and policies that are to be followed.

If you need more help, you can always call **1-877-775-4826** toll-free or **1-514-313-9999**. Our customer service representatives will be happy to answer your questions.





## Comments or questions?

We've worked hard to make this online store a useful and easy-to-use tool. But we would like to make it even better. Your comments and suggestions will be a big help. Please [use our feedback form](#) to tell us what you think or to have your questions answered.