

A Quick Reference Guide to Kitco's Online Store

We have enhanced our online store to make it easier for you to buy and sell precious metals.

This guide presents an overview of some of the store's most important features.





Opening an account

To buy from or sell to Kitco, open a free Kitco account by clicking the yellow **Open an account** button near the top left corner.

You can also open an account directly during the checkout process when you place your first online order.

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Sell to Kitco >	Big sale on 1 oz Silver Canadian Bison coins.
Kitco Pool Account Learn more >	Buy the Bison at the market's best price!
Canadian Allocated Storage Learn more >	COLLARS L
Love a bargain?	Sign up to get advance note of sales, promotions are product launches!
What's hot right now	

Checking your account

In the online store, we've placed a **My Kitco Account** 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.

You may also use the *My Kitco Account* drop-down menu to sign into your Kitco account.



Buying from Kitco

In the online store, a set of links to different product categories will appear under the heading **Buy from Kitco**. Click on the appropriate link for the type of product you want to buy and proceed to checkout.

Clicking the **Buy from Kitco** button on the left hand side of the landing page will take you straight to the section of our online store that lets you buy precious metals.

We offer bulk discounts on select products. The discounted prices will be clearly marked and highlighted next to each eligible product.





Selling to Kitco

In the online store, a set of links to different product categories will appear under the heading **Sell to** *Kitco*. Click on the appropriate link for the type of product you want to sell and proceed to create your packing slip.

Clicking the **Sell to Kitco** button on the left hand side of the landing page will take you straight to the section of our online store that lets you sell precious metals.

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Love a bargain?	Sign up to get advance notice of sales, promotions and product launches!
What's hot right now	

Never missing a bargain

Under the *Love a bargain?* heading on the landing page, enter your email address and click *Submit* to receive advance notice of sales, promotions and special offers.



Picking popular products

Wondering what to buy? Take a hint from the *What's hot right now* section of the landing page. It provides prominent direct links to the precious metal products that customers like you are most interested in right now.





Getting more from Kitco

We don't just buy and sell precious metal coins and bars. The **More from Kitco** section of the landing page provides a glimpse into everything you can get from Kitco — from precious metals for your retirement portfolio to free apps for your mobile device.



Getting the basics right

Before you buy anything, you might have a couple of basic questions: "Why buy precious metals and why buy them from Kitco?" Find straight, simple answers under the **Things to know** heading 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, select product categories or perform account-related tasks. We have organized these links to minimize the number of clicks required to perform the most common buying- or selling-related tasks.

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Accessing relevant information

On all pages (except the landing page) you will see a prominent block on the right hand side. This dynamic block contains information that is pertinent to any buying- or selling-related task that you may be performing. Here, you will see currency exchange rates, bid or ask prices, metal price charts, helpline phone numbers and relevant product information.

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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 **514 313-9999**. Our customer service representatives will be happy to answer your questions.

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Telling us what you think

We've worked hard to make Kitco's online store simple and user-friendly. But we'd like to make it even better! Your comments and suggestions can help us improve. <u>Click here</u> to send us your feedback. Alternatively, you can use the **Feedback** link or form at any time while shopping on the online store.

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