

Bullion Trading & Purchase Information

Steps for Order Placement

Email Neptune at GroupDirector@NeptuneGlobal.com to notify us of your interest in placing an order. Include in your email your phone number. A Neptune representative will contact you immediately to review your request. If you are a new customer, Neptune will forward you an account opening package.

Once your order is executed, Neptune will email you a transaction confirmation. Upon your receipt of the transaction confirmation, payment for the items purchased must be completed. Once the transaction is fully funded, Neptune will notify you that your purchased items will be sent. Details of the purchase process are as follows:

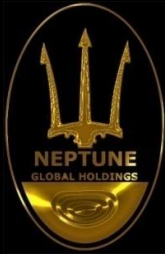
Payment Options

Payment to Neptune must be provided using a certified check, cashiers check or direct wiring of funds. Orders over \$10,000.00 must be paid by bank wire only. Instructions will be sent by e-mail.

Payment must be dated within 24 hours of your order confirmation, and must be received by us within three days. Neptune reserves the right to cancel orders that do not meet both these requirements. Neptune does not accept C.O.D. orders or credit card payment for bullion products.

Price Confirmations

Neptune requires a 30% deposit of the total order value prior to placement of the order or price confirmation. Neptune guarantees our quoted price only when a check or money order is dated within 24 hours of the date we confirm a price. Neptune will prepare ordered items for shipping only after all funds have cleared. Neptune reserves the right to refuse an order when the confirmed price is incorrect, due to either computer-related problems or sudden movements in the gold market.



Bullion Trading & Purchase Information

Cancellation of Orders

Your Neptune order will automatically be canceled if we do not receive payment within three days. We recommend using a bank wire transfer. Once you have placed an order with Neptune, you have entered into a binding agreement. If you cancel your order for any reason, you will be billed when a decline in the price of your order occurs. Your deposit will be debited only for the difference between your confirmed price and the current buy back price.

Shipment of Your Order

Shipping, handling and insurance charges are \$30.00 plus \$3.00 per thousand dollars of value for gold and platinum. Silver is charged at the rate of \$12.00 per thousand dollars of value. For all orders going to destinations other than the United States or Canada an \$80.00 US\$ surcharge will be added to the shipping costs.

Neptune orders are shipped registered insured U.S. Mail or special private courier. Canadian orders are shipped priority post. To all other destinations a recognized carrier will be used. Each package is fully insured and requires a signature upon delivery.

Neptune fully insures all of its shipments and is responsible if anything should happen to your package while it is in transit to you. However we will not accept responsibility if you have instructed your delivery service to leave parcels for you without the need for a signature.

Selling to Neptune

When selling bullion to Neptune, customer is responsible for shipping items to a designated point determined by Neptune. Customer is responsible for all shipping charges. Item must be received by Neptune within three days of transaction confirmation. Items received after the third day are subject to refusal and cancellation of transaction. If upon receipt items are determined by Neptune, or its designated agent, to not be Good Delivery bullion, as determined by Neptune, transaction will be void. Charges for return of items in a void transaction are the responsibility of the customer.

For more information or questions, contact Neptune at 302-765-3495 or email GroupDirector@NeptuneGlobal.com