StoneX Bullion

Cancellation policy

Right to Cancel

In accordance with European law, the United Kingdom's Financial Services' (Distance Marketing) Regulations 2004 and the statutory rules contained in § 312g paragraph 2 No. 8 of the German Civil Code (BGB) there is **no statutory right to return or cancel an order** for Gold, Silver, Platinum, Palladium or Rhodium once placed due to the fact that the products are subject to price fluctuations in the financial markets that are beyond our control.

You can however enquire about a termination of your order prior to dispatch or collection. If we consent to terminating your order, you will need to compensate any possible fall in the underlying metal price and our loss in profit.

For items that are not subject to price fluctuations in the financial markets (such as coin boxes and other accessories) you have the right to cancel your order within fourteen days without giving a reason.

The cancellation period is fourteen days from the date on which either you or a third party nominated by you, who must be someone other than the carrier, takes possession of the goods.

To exercise your right to cancel, you must inform us (StoneX Bullion GmbH, Taunustor 1, 60310 Frankfurt am Main, customercare@stonexbullion.com, +49-69-348-77570) by means of a clear declaration (e.g. a letter sent by post mail or an e-mail) of your decision to cancel this contract. You can use the attached model cancellation form for this purpose, although that is not essential. To keep within the cancellation period, all you need to do is to make sure that you send off your message informing us that you are exercising your right to cancel before the end of the cancellation period.

Consequences of Cancellation

If you cancel this contract, we will refund any payments we have received from you, including delivery costs (but not including any additional costs arising from the fact that you opted for a method of delivery other than the cheapest, standard delivery method we offered you; whereby we will do so immediately and within fourteen days from the date on which your message informing us of the cancellation was received. We will use the same payment method for the refund that you used in the original transaction, unless expressly agreed with you otherwise; but on no account will you be charged any fees connected with this repayment. We may withhold the refund until we have received the goods back, or until you have demonstrated that you have returned the goods, whichever is the earlier.

You must send or deliver back the goods promptly and in any event no later than fourteen days from the date of cancellation of this contract, to us (StoneX Bullion GmbH, Taunustor 1, 60310 Frankfurt am Main, customercare@stonexbullion.com, +49-69-348-77570) . This deadline will be met if you send off the goods within fourteen days. You bear the direct cost of returning the goods

You will need to pay for any loss in value of the goods, if this loss is due to handling them in a manner not required for the purpose of ascertaining their composition, characteristics and functioning.

Sample Cancellation Form

If you wish to cancel the contract, please fill in this form and return it to us. Note you do not have the right to cancel an order for Gold, Silver, Platinum, Palladium, or Rhodium items

To

StoneX Bullion GmbH

Taunustor 1
60310 Frankfurt am Main
Germany

customercare@stonexbullion.com

I / We (*) Hereby give notice that I / we (*) wish to cancel my / our (*) contract for the purchase of the following products:

Item No.	Item	Quantity	Price Net	Price Gross

Ordered on (*)_____, Received on (*)_____

Name of Consumer(s)_____

Address of Consumer(s)_____

Date_____ Signature of Consumer(s)_____

(*) Delete where inapplicable.