

# First National Bullion LLC. (1st National) Transaction Agreement

Customer Name	
Street Address	
City/State/Zip Code	
( )	
Daytime Phone _____	Storage Account _____ Yes _____ No _____

Customer represents that customer's name and address are as indicated above, and agrees as follows:

- 1 **Delivery** - All orders will be shipped within 7 to 10 business days from 1st National receiving payment in full. 1st National will decide the method of delivery and fully insure all orders. If any item is lost, 1st National will either refund the full purchase price or deliver an identical replacement order within 60 days.
- 2 **Customer Remedies** - 1st National has never had a claim of counterfeit products, but any claim of counterfeit items must be made within 1 year of receiving your order, if a claim is verified by any nationally recognized third party dealer, a full exchange will be made. Within 15 days of purchase, 1st National will either refund the purchase price or exchange any numismatic coin of equal value for any reason whatsoever. **All bullion transactions are final unless the item has been proven counterfeit by a competent authority.** 1st National encourages all their clients to sell back their products to us, however, Federal law prohibits any company from guaranteeing that it will repurchase any item.
- 3 **Customer Risk** - Customer assumes any and/or all risk associated with all investment decisions of all purchased items. 1st National makes no guarantee or representation regarding customer's ability to profit from any purchase or any representation regarding tax implications of any purchase. There are no managed accounts, customer alone decides what items to buy and when to buy and sell.
- 4 **Dispute Resolution** - Any customer's unresolved controversy regarding all transactions between 1st National and the customer will be resolved by a mandatory and binding arbitration with the Better Business Bureau. 1st National and the client agree abide by BBB arbitration decision.
- 5 **Customer agrees that 1st National has a zero complaint record with the BBB which is very valuable to 1st National and agrees to send a certified letter outlining any issues to 1st National 21 days prior to making any official complaint, giving 1st National adequate time to resolve and correct any problems.**
- 6 **Purchase Price** - The price for bullion includes a spread that currently averages 1 to 5 percent, while the spread on semi-numismatic and rare coins currently averages from 4 to 9 percent. Spreads may fluctuate as 1st National sees fit according to market conditions. Within the precious metals industry "Spread" is defined as the difference between 1st National's cost and 1st National's ask prices on the transaction date.
- 7 **Holding Period** - Rare coins and bullion should be considered a long-term investment and should be held for at least 3 to 5 years. Customers should not invest more than 20% of their available capital on these items. 1st National cannot guarantee that holding precious metals long term will result in a profit. Due to the volatility and unpredictability of this market, precious metals are not suitable investments for anyone seeking current income.
- 8 **Permission to Contact** - By signing this agreement you hereby expressly authorize 1st National to telephone you irrespective of whether or not your telephone number appears in the "National Do Not Call Registry". Customer may demand 1st National to remove any contact information at anytime from our secure database.
- 9 **Cancellation** - Any cancelled order is subject to a 4% restocking fee, plus any market fluctuations in the cancelled item's price.
- 10 **Miscellaneous** - Unless agreed upon by both parties in writing, the terms of this Account Agreement as set forth above shall govern all transactions between 1st National and the customer. If any provision of this Account Agreement is determined to be unenforceable, it shall be considered severed and the remaining terms of the Account Agreement shall remain in force.

**BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ, UNDERSTOOD, AND AGREE TO ALL OF THIS ACCOUNT AGREEMENT:**

Date: \_\_\_\_\_ Customer Signature \_\_\_\_\_