



HOW TO ORDER

The comprehensive “How to Order” guide will tell you everything you need to know about the process of buying precious metals through Texas Precious Metals. TPM is known for “Doing Business the Texas Way” with honesty, integrity, and a strict dedication to the customer’s experience. We are recognized by the United States Mint as a national bullion dealer and a market maker for US Mint products, as well as an authorized distributor for Australia’s Perth Mint. We are an A+ rated company with the Better Business Bureau and a member of the Industry Council for Tangible Assets (ICTA).



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ORDER



Order Online or by Phone

You may place an order online 24/7/365, or by phone at 361-594-3624, Monday through Friday between 8 a.m. and 4 p.m. CST. There is no difference in price when ordering online or by phone. We do not employ salespeople at our company, and there are no commissions or sales pitches. Our staff exists for a sole purpose: to facilitate a low cost, friendly, and efficient purchase. No one will ever pressure you or make a sales call.

Credit Card Hold

When you purchase, we will require a 5% credit card hold. This is a hold, NOT A CHARGE. When we receive full payment for your purchase, we will release this hold on your credit card. (This process is similar to when a hotel takes a credit card hold at check-in for incidental expenses or room damages. The hotel will subsequently release the hold when you check out.) Our process is the same, only we release the hold upon receipt of payment.

Why the hold?

We hedge all of our bullion. When you place your order, we unhedge our position, exposing us to price movements in the precious metals markets. The credit card hold protects us against any losses in the event of non-payment.

We are the only bullion dealer that accepts limit orders from our clients. Information about placing limit orders is located on the “Placing a Limit Order” page at texmetals.com.

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PAY



Making a Payment

You will receive an invoice by email when you place your order. Payment instructions are located at the bottom of the invoice. You are locked in to a price the moment you place your order, and all orders are final, per our terms and conditions. We request payment within one business day. (If paying by check, mailing within one business day via regular post is sufficient.)

Mailing Address: TPM LLC, P.O. Box 667, Shiner, TX 77984

We recognize that certain customers might need additional time for various reasons, such as rolling money from money market funds, etc. Please call or email us to request an extension. We are happy to accommodate extensions (within reason). We will never cancel an order without first contacting the customer.

We do not accept international orders or payments from international countries.
We do not accept payment by credit card.

We do not accept payment by bank check or cashier's check. We treat electronic bill pay checks the same as personal checks. Our minimum order threshold is \$1,000, and we limit cash transactions to \$10,000 per calendar year. Upon receiving your payment, we will send you an email confirmation, which acts as your payment receipt. There is no sales tax on precious metals purchases.

Bank Wire Transfer Instructions

To initiate a bank wire transfer, you must submit instructions to your bank (usually in person, although some banks offer transfer online with a special device). You will need our bank's information and account number, and you might be asked to fill out some basic paperwork. There is usually a \$20-35 charge depending on the bank. Our bank wiring account information is below. We recommend that clients print out their invoice upon placing an order and bring it to the bank. The invoice contains the same information below.

Payment Options

Less Than \$10,000:	Cash (PICK UP ONLY), Personal Check, Bank Wire
Less Than \$15,000:	Personal Check or Bank Wire
\$15,000 or More:	Bank Wire

Wiring Information

Name on Account: TPM LLC
Corporate Address: 959 Hwy 95N, Shiner, TX 77984
Routing #: 114000093
Account #: 297989342 (Business Checking)

Name of Bank: Frost Bank
Bank Address: 100 W Houston St, San Antonio, Texas, 78205
Bank Contact: Alan Wilson
Bank Phone: 361-844-1131

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RECEIVE



If we don't have it, we don't sell it.

Every product we sell is in stock and available for immediate shipment. Unlike most dealers: "If we don't have it, we don't sell it." You will not wait three months for an order like you do with other companies! We strictly observe our policy of shipping all orders within three business days of receipt of payment. (If for some rare and unexpected reason we miss this window, we will do everything in our power to correct and amend.) When your order ships, you will receive an email with a tracking number.

All packages ship for FREE via UPS Next Day Air®, fully insured. If a package is lost or stolen in transit, it is our responsibility to file a claim and issue you a new package. We will ship to homes, offices, banks, depositories, or UPS Customer Centers. We will not ship to mail forwarding companies, PO Boxes, APOs/FPOs, or U.S. territories such as Guam and Puerto Rico.

We use three vaults for inventory diversification. Our main vault is located in South Texas. We also store at vaults on the East Coast and West Coast. Depending on your location, inventory levels, product choices, or other factors, we will ship from any of our three vaults.

Be advised that you might receive a tracking number before our carriers actually scan the package, so if your tracking number does not display tracking information the moment you receive the tracking number, please try again after 5 p.m. CST.

Local Pickup

We welcome clients to pick up orders in person at our facilities in Shiner — "the Cleanest Little City in Texas." We are open Monday through Friday between 8 a.m. and 4 p.m. CST for client pickup. Please make an appointment. We request at least 24-hour advance notice of your arrival. We do not have a showroom, and for security reasons, our vault is not located at our administrative address. Therefore, your advance notice is greatly appreciated. If you are picking up in person, be advised that we are Texan, so the entire staff is armed.