

Customer questionnaire recycling

Customer details

Customer no. (if available)

Company/Name*

Street address*

Postcode, city*

Phone*

E-Mail

Website

Stamp

Name managing director

Date of birth managing director

Additional authorized representative

Bank details

Account holder (Account name)¹

Bank institute

IBAN

¹ Enter the account holder's name exactly as it is recorded at your bank institute.

Documents to be enclosed

- ☒ Copy of passport or national identity card (front and back) by e-mail or post*
- ☒ Copy of business registration or trade register excerpt*
- ☒ Copy of tax office document for VAT no. / tax no. (company)*
- ☒ Confirmation of origin of precious metals for business owners*
- ☒ Weight account agreement*

General information on company

Do you issue invoices with VAT?*

☒ Yes (company)

☐ No, due to applicability of small-business regulations, for example

Type of company*

☒ Jeweller

☐ Goldsmith

☐ Buyer and seller

☐ Jewellery maker

☒ Other:

Tax Identification No.: _____

Confirmation and agreement

By signing below, the undersigned warrants that he/she is fully authorised or entitled to act and that all information provided in the questionnaire is true and accurate. The customer further assures that he/she is of full age and has full legal capacity. The customer irrevocably instructs KOOS Edelmetalle GmbH to proceed to the settlement of all metals on a credit-note basis. In the event of changes to data, the customer undertakes to inform KOOS EDELMETALLE GmbH without delay. Only our current Terms and Conditions apply – Available at www.koos.de/en/gtc.

Information on data protection

I agree to the use of the above mentioned data by KOOS Edelmetalle GmbH for the purpose of information about new products/services and for customer care. The current KOOS declaration on data protection can be viewed at www.koos.de/datenschutz.

Place*

Date*

Signature*

Company stamp

Address

KOOS EDELMETALLE GMBH
STEINBEISSTRASSE 1
D-71272 RENNINGEN

Contact

PHONE +49 (0) 7159-9274-0
FAX +49 (0) 7159-9274-50
MAIL INFO@KOOS.DE
WEB WWW.KOOS.DE

Legal

DISTRICT COURT STUTTGART
HRB 252425
MD KEVIN KOOS
VAT-NO DE 147 867 079

Bank details

VOLKSBANK LEONBERG-STROHGÄU EG
IBAN DE19 6039 0300 0080 6230 00 | BIC GENODES1LEO
DEUTSCHE BANK AG
IBAN DE55 6007 0070 0135 5379 00 | BIC DEUTDE33XXX

Handling agreement for precious metal recycling

Handling of recycling settlements

General Provisions

The settlement results will be credited to the metal account exclusively in accordance with the refund rates established with the customer. The refund rates can be viewed via the customer portal or the KOOS app.

After the refund rate has been applied, the customer may request a payout via bank transfer, either at the previously fixed KOOS purchase price or – if no price has been fixed — at the KOOS purchase price current at the time of settlement.

If a metal credit has been issued and the metal account shows a negative balance, any surpluses resulting from a recycling transaction remain in the metal account. Payment of this surplus is made exclusively upon request at the current KOOS purchase price.

Optional Settings for Recycling Settlements (Please check the desired options)

If no selection is made below, the results will be settled according to our standard procedure without further confirmation.

☐ Recycling settlements are made only after the customer has approved the analysis results provided by KOOS.

If selected, KOOS will submit the analysis results in writing. The customer's approval must be provided in writing.

If no objection is raised within 3 business days, the results are deemed approved. Missing the deadline does not affect rights mandated by law.

☐ Order/commission numbers should be listed on all relevant documents.

Handling of Customer Ingots

KOOS subjects every customer ingot that has already been melted to preliminary sampling and RFA analysis to determine whether remelting is necessary.

Unless otherwise agreed, the following standard rule applies:

In the event of non-homogeneous analysis results, KOOS is entitled to remelt the customer ingots without separate approval if, in its professional judgment, this is necessary or advisable to achieve a homogeneous alloy. This standard rule applies unless a different option is selected.

☐ Remelting of customer ingots for homogenization purposes is permitted only upon approval.

KOOS will inform the customer in writing of the need for remelting based on the properties of the ingot; further processing will take place only after written or text-based approval has been granted. If the customer refuses remelting, the ingot will not be further processed and will be returned at the customer's expense. If the customer does not respond to the request for a statement regarding the remelting within 3 business days despite a clear indication of the consequences of their silence, and if their metal account shows a negative balance, the remelting shall be deemed approved; KOOS is entitled to remelt the ingot to offset the negative metal account balance..

Confirmation and Consent

The currently valid General Terms and Conditions for Business Customers of KOOS Edelmetalle GmbH, available at www.koos.de/en/gtc, shall apply in addition and take precedence; in the event of any conflicts, the General Terms and Conditions for Business Customers shall prevail over this agreement. Any amendments or additions must be made in writing, unless a more stringent form is required by law; contact and communication details are provided in the customer questionnaire.

The English version is only a translation. In the event of a dispute, the German version shall prevail.

Place*

Date*

Signature*

Company stamp

Address

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STEINBEISSTRASSE 1
D-71272 RENNINGEN

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