



FREQUENTLY ASKED QUESTIONS

Recycle Frog understands that like most consumers, you probably have a lot of questions that need answering. One of our most important objectives as an organization is to help bring transparency back to this transaction, and our industry as a whole. With that in mind, we have tried to anticipate as many of your questions as possible, grouping them logically so you can find answers, as quickly as possible.

Should you need any additional information or assistance please do not hesitate to contact us directly by phone, email or standard mail. Here is the information you'll need to do that:

By Phone (toll-free): 1.888.620.2855

By Phone (Ottawa - local): 1.613.695.1236

By email:

General Information: info@recyclefrog.com

Support: support@recyclefrog.com

Sales: sales@recyclefrog.com

By Standard Mail:

Recycle Frog, Inc.
67001-421 Richmond Road
Ottawa, Ontario
Canada K2A 0E0

About Recycle Frog

Who is Recycle Frog?

Recycle Frog represents the next generation of precious metals recycling. We are committed to setting a new standard of integrity and transparency for our industry. We provide a simple, secure and rewarding experience that is rooted in educating consumers about the financial and environmental benefits of recycling gold. Recycle Frog is a trusted member of the Recycling Council of Ontario, the Jewelers Vigilance Committee and the Better Business Bureau. To learn more

about how Recycle Frog is changing the face of the precious metals recycling industry please visit www.recyclefrog.com.

How and why did Recycle Frog come to be?

Like so many other innovative companies, Recycle Frog was borne out of a need to fill a significant gap in the marketplace. With numerous companies buying gold and new ones popping up weekly, consumers now have dozens of companies to choose from yet each company is essentially a carbon copy of the last. Every commercial features actors waiving wads of cash and remarking on their amazing experience. It seems these companies are all rooted in the 'pawn shop' business practices – high on flash but low on substance.

The financial and environmental benefits associated with recycling gold are undeniable yet a significant segment of the population is being alienated, ignored or remain uninformed. These are educated consumers who would never consider doing business with a pawn shop, regardless of the price of gold. Recycle Frog was born from this realization.

In order to create something truly unique, Recycle Frog spent several years conducting focus groups and collaborating with a diverse cross section of industry experts. But to attract a new type of consumer, we needed to create a new business model build on integrity, transparency and consumer education. So that's exactly what we did.

Does Recycle Frog have any industry affiliations?

Yes we do. Recycle Frog is a trusted member of the Recycling Council of Ontario, the Jewelers Vigilance Committee and the Better Business Bureau. We're also the first precious metals recycling company to subject our customer payouts to independent auditing. By engaging the help of **PricewaterhouseCoopers LLP** for the program's design and implementation, Recycle Frog seeks to provide its customers and partners with the assurance that its payouts are the most competitive and accurate in the industry. PricewaterhouseCoopers will perform independent audit procedures at least twice per year with results to made available to Recycle Frog's customers and partners.

How is Recycle Frog different from the rest of the industry?

Recycle Frog really wanted to be different from all the other 'me too' companies out there. It was important for us to redefine the level of service the industry provided consumers, while also providing an educational experience that would encourage others to recycle their unworn gold. In order to do this we needed to

bring integrity, transparency and ethics back to this age-old transaction. Here is how we're doing just that:

We Pay Our Customers More, Faster

Recycle Frog's payouts are a full 20% higher than the industry average. Payouts are made on the spot (with in-person events) or within 48 hours (if sent direct) – not in days or weeks like most of the industry. Our payout rates are published and have no hidden charges, minimum quantities or confusing weight or currency conversions. We also cover the cost of shipping and insurance when customers send their material directly to us by simply requesting one of our pre-paid and insured Canada Post or FedEx packages.,

Customer Payouts Audited by **PricewaterhouseCoopers**

Competitive, published payout rates are important, but they do not fully protect consumers. Far too often, consumers are told one or more pieces of gold jewellery are not real gold. In this case, what assurance does the consumer have that they are being told the truth?

Recycle Frog has revolutionized the precious metals recycling industry by having specified customer payout procedures independently audited by PricewaterhouseCoopers – making the results public. What this means to you is that one of the world's most recognized and respected financial institutions will provide independent and impartial payout analysis, ensuring Recycle Frog's remains consistent with its customer commitment to provide competitive and transparent payouts.

We are proud to be the first and only precious metals recycling company to have this layer of customer protection and transparency.

Customer Consent Required

At Recycle Frog, when a customer sends their material to us, we feel they deserve to be contacted with the evaluation results and our best and final settlement offer. Only after the customer accepts our offer do we issue payment. This may seem like common sense, but it is not common practice. In fact, most of our competitors send a cheque and to be blunt, hope to never hear back from the customer. If a customer is unhappy with their settlement, it is up to them to return the cheque and attempt to have their material returned. At Recycle Frog, we believe issuing payment without customer consent is unethical.

Safe, Honest, and Reliable Service

We have and will continue working to earn the confidence and trust of our customers through our straight-forward, no-nonsense service. Our belief is that a business can only prosper when it exceeds every customer expectation and

provides the best possible service. Exceeding customer expectations is the hallmark of our service – helping build Recycle Frog’s reputation as North America’s precious metals recycler of choice.

Convenient Options

Recycle Frog is committed to making our customer’s recycling experience as easy and enjoyable as possible. If it’s inconvenient or uncomfortable to sell your unworn or broken gold jewellery then you are less likely to take this important financial and environmental step. That’s why Recycle Frog offers several convenient options including Recycle Frog Gold Parties™, corporate or community Recycle Frog Gold Drives™, local Certified Recycle Frog Agents, or our Send Direct model. We provide convenience consumers won’t find elsewhere.

We Hedge Our Gold

Most companies operating in this industry mail a cheque to their customers without the customer accepting their offer. They then provide 10 days for the customer to return the cheque should they be unhappy with the payout. This means they are exposed to swings in the gold market for at least 10 days! These companies then pass on what is referred to as a “risk premium” to their customers in the form of lower payout rates.

Because Recycle Frog issues payment only after confirming offer acceptance with our customers, we are able to hedge our gold position in real time and virtually eliminate market risk. This approach gives Recycle Frog the ability to pay our customers significantly more than our competition – generally 20% above the industry average.

We Help Educate Consumers

At Recycle Frog, we believe we have an obligation to inform consumers not only of the financial incentives of recycling gold at these record prices, but also the enormous environmental benefits associated with recycling gold rather than mining it. We believe consumer education is the key to a healthier planet. We place a great deal of our corporate focus on challenging consumer perception around this transaction – a challenge to Rethink Recycle™.

Does Recycle Frog have a corporate mission and vision?

Absolutely. It was important for Recycle Frog to define our corporate strategy, mission and vision early on. We quickly summed it up by saying that we are ‘the

next generation of precious metals recycling'. To really do that, Recycle Frog would need to redefine the level of service the industry provided consumers while giving an educational experience that would encourage others to recycle their unworn gold. This is our official corporate mission statement:

Recycle Frog provides the industry's most secure and transparent direct-to-consumer precious metals recycling services. Multiple, convenient channels are supported through an educational campaign focused on providing information about the financial and environmental merits of precious metals recycling,

Recycle Frog's marketing and educational efforts target the untapped, lucrative middle and upper-middle-class consumer markets. Our unique and innovative combination of education, information and customer service is quickly establishing Recycle Frog as one of the premier precious metals recycler in North America. The corporation continues to work diligently towards identifying future service offerings that include electronic waste recycling and other environmentally-sensitive recycling initiatives.

Why should I choose Recycle Frog over the other companies in the industry?

Consumers are bombarded with commercial after commercial from companies that want to 'pay top dollar for your gold". Unfortunately, many of these companies are misleading (or worse) consumers. They use shady tactics (discussed in more detail in our 'How They Get'Cha' article) and deceiving practices to lure consumers to use their services.

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Convenient Options

Recycle Frog is committed to making our customer's recycling experience as easy and enjoyable as possible. If it's inconvenient or uncomfortable to sell your unworn or broken gold jewellery then you are less likely to take this important financial and environmental step. That's why Recycle Frog offers several convenient options including Recycle Frog Gold Parties™, corporate or community Recycle Frog Gold Drives™, local Certified Recycle Frog Agents, or our Send Direct model. We provide convenience consumers won't find elsewhere.

We Hedge Our Gold

Whenever a company buys a commodity such as gold, they run the risk that the price of that commodity will drop and they will be forced to sell at a price level lower than where they bought. This is known as market exposure or market risk. To reduce or eliminate market risk, companies will “hedge” their position, which simply means they will sell roughly the same amount of material purchased while the market price is the same.

Most companies operating in this industry mail a cheque to their customers without the customer accepting their offer. They then provide 10 days for the customer to return the cheque should they be unhappy with the payout. This means they are exposed to swings in the gold market for at least 10 days! These companies then pass on what is referred to as a “risk premium” to their customers in the form of lower payout rates.

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Are Recycle Frog employees and agents bonded/secure?

Absolutely. The confidence and trust of our customers means everything to Recycle Frog. Not to mention our own reputation! It was important for us to take this necessary step to ensure that we find the best people to represent the company while delivering on the customer commitment we so proudly boast.

Who is Recycle Frog's founder? Why did she/he decide to build this business?

Matthew MacQuarrie began his career in the investment industry before gravitating to the highly specialized field of precious metals. He has worked for some of the most respected names in the industry including the Royal Canadian Mint. Most recently he held the position of North American Vice President of Sales and Marketing for Umicore's Precious Metals Services Division, one of the largest non-mine gold recycler in the world.

"I've always felt strongly that recycling old, broken, or unworn jewellery was an important recycling transaction, yet it has never received the consideration it deserves. It's hard for people to see past all those cheesy television commercials."

At Recycle Frog, our first goal is to engage consumers to consider this transaction based on its own merits; to understand that while dealing with certain companies might not make sense, recycling precious metals does. Recycling gold provides an individual the financial incentive and environmental benefits like no other material. It is something people should feel good about doing and Recycle Frog is a company they can feel good about doing business with.

Do you have any customer testimonials?

Winning your business is but one small part of our overall objective. Providing you with an exceptional level of customer experience – one that exceeds your expectation at every touch point – is what will define our short, medium and long term success. In doing this, we have been able to build on a growing list of satisfied customers and their references.

How can someone get more information about Recycle Frog?

Should you need any additional information or assistance please do not hesitate to contact us directly by phone, email or standard mail. Here is the information you will need:

By Phone (toll-free): *1.888.620.2855*

By Phone (local): *1.613.695.1236*

By email:

General Information: info@recyclefrog.com

Support: support@recyclefrog.com

Sales: sales@recyclefrog.com

By Standard Mail:

Recycle Frog, Inc.
67001-421 Richmond Road
Ottawa, Ontario
Canada K2A 0E0

In- Person:

Simply give us a call on our toll-free number to arrange a place and time to come out and meet you. We'll arrange to have a certified Recycle Frog agent visit your office or home, whichever is most convenient for you.

Media Contact:

For interview requests, expert quotes or additional media and analyst inquiries, please contact:

David Martinek
VP, Marketing & Communications
Mobile: +1 613.668.5123
eMail: dmartinek@recyclefrog.com

Additional Information:

But don't just listen to what we have to say! Check out our Resource Centre on our website. That's where you'll find more information about the precious metals recycling industry.

About the Process

How can I recycle my unworn precious metals with Recycle Frog?

Recycle Frog offers consumers a variety of quick, easy and secure ways to recycle unworn or broken gold jewellery. Our payout rates are published and are a full 20% higher than the industry average. For more information on our rates see "[What We Pay](#)". Our customer payouts are also independently audited, with results made public by PricewaterhouseCoopers.

Get Started in 3 Easy Steps

Step 1: Gather Your Material

Step 2: Choose Your Preferred Transaction Method

Step 3: Get Paid

At Recycle Frog, we understand consumers want choices. Some enjoy the speed and convenience of sending their material directly while others prefer to be present during the material evaluation. Our goal is to accommodate your preference, not convince you of it. Send directly, attend or host a Recycle Frog Gold Party™, visit a Recycle Frog Certified Recycler in your city, or attend or host one of our many corporate or community Recycle Frog Gold Drives™ - the choice is yours.

Simply choose which method is most convenient for you and get started today.

- Send Direct
- On Site and In Person
- Recycle Frog Gold Drive™
- Recycle Frog Gold Party

Send Direct

Our direct mail service offers consumers a fast, convenient and secure means to recycle their unworn or broken gold jewellery. Customers simply complete our [“Get Started” form](#) and we will send you a pre-paid and insured Canada post or Fed-Ex shipping package. Within 48 hours of your material arriving at our secure sorting facility, a Recycle Frog Customer Service Agent will contact the customer directly with a settlement offer. Upon offer acceptance, payment is issued in the form of a cheque, wire transfer, or PayPal eCheck.

Onsite and In-Person

Whether you decide to host or attend a Recycle Frog Gold Party™, organize or participate in a company or charitable Recycle Frog Gold Drive™, or visit a Certified Recycle Frog Agent, we give our consumers several simple and convenient ways to recycle their unworn or broken gold jewellery in person for on-the-spot payment.

There are even some special circumstances, such as estate sales, whereby a Recycle Frog Agent will be pleased to visit you in the comfort of your home. These unique visits demonstrate our willingness to go the extra mile to provide you with the best possible customer experience.

Recycle Frog Gold Drive™

Fundraising is considered by most an incredibly time-consuming exercise. A few times a year we ask our friends, family, and colleagues to support a number of

worthy causes. Usually we feel guilty about asking them for money or have to go door-to-door asking for empty bottles or sell overpriced chocolate bars. There is a better way...

A Gold Drive is a simple concept modeled in part on the traditional bottle drive. Supporters are invited to participate in a gold recycling event in which a minimum of 5% of the recycled gold value is donated to support the cause. Participants have the option of increasing the minimum donation percentage, at their discretion, to any amount they choose. On average, participants donate 22%, which can equal up to \$50 for each participant.

This program has been received exceptionally well because it provides real value to both the supported cause and the individual recycling their gold. Instead of spending countless hours on dozens of low margin transactions, substantial funds can be raised quickly with only a few high value transactions per campaigner. Imagine, friends, family and colleagues supporting a cause and still walking away with money in their pocket.

Recycle Frog Gold Party™

Are you tired of being invited to parties where you're expected to overpay for something you probably don't even need? Consider a new twist on an old theme where you get paid to have fun while doing something good for your community, environment, or both! Attending or hosting a Recycle Frog Gold Party means that we supply a (fully bonded) Recycle Frog Agent who will provide payments on-the-spot.

We only require that you have a minimum of 8 guests who intend to recycle their unworn or broken gold jewellery. These fun, educational parties require, on average, 1-2 hours of Recycle Frog's participation.

Can you describe how a typical transaction with RF would take place?

Recycle Frog offers consumers a variety of quick, easy and secure ways to recycle unworn or broken gold jewellery. Our payout rates are published and are a full 20% higher than the industry average. For more information on our rates see "[What We Pay](#)". Our customer payouts are also independently audited, with results made public by PricewaterhouseCoopers to ensure that we are meeting our customer commitment for transparency and ethics.

Getting started is as easy as 1, 2, 3...

Step 1: Gather Your Material

To get started, simply gather your old, unworn, unworn or broken gold jewellery. With gold prices hovering near record highs, it doesn't take much to generate a significant financial payout.

Step 2: Choose Your Preferred Transaction Method

At Recycle Frog, we understand consumers want choices. Some enjoy the speed and convenience of sending their material directly while others prefer to be present during the material evaluation. Our job is to accommodate your preference, not convince you of it. Your first step is to simply fill in the "[Get Started form](#)" or call us toll-free with your questions and arrange an evaluation. You will have the option to send your materials directly; attend a Recycle Frog Gold Party™; visit a Recycle Frog Certified Recycler in your city; or attend one of our many corporate or community Recycle Frog Gold Drives™ - the choice is yours.

Step 3: Get Paid

If you choose any one of Recycle Frog's in-person events, you will receive on-the-spot payment. However, should you decide to express mail in your items, you can expect to receive our settlement offer within 48 hours of Recycle Frog receiving your material. Recycle Frog will determine the value of your items based on weight, purity and current gold prices then contact you to provide details of our assessment. Once and only once you approve our settlement offer will we then arrange payment – on your terms.

Can I host my own Recycle Frog 'gold party'?

You most certainly can. In fact, gold parties are our fastest growing sales channel, providing participants with a fun, educational evening where THEY get paid for merely recycling their unworn gold.

The gold party concept is a new twist on an old theme where you get paid to have fun while doing something good for your community, environment, or both! Attending or hosting a Recycle Frog Gold Party means that we supply a (fully bonded) Recycle Frog Agent who will provide payments on-the-spot. We only require that you have a minimum of 8 guests who intend to recycle their unworn or broken gold jewellery. These fun, educational parties require, on average 2 hours of Recycle Frog's participation.

How can I get my company to participate in a Recycle Frog 'Gold Drive'™?

All you have to do is get permission from your company to host a 'Gold Drive' event. Once you've done that – determine a few dates on the calendar that would work for you. Then contact Recycle Frog to coordinate a day that works for everyone! It's really that easy. We'll do all the rest. We will provide the event

email and marketing tools you need to ensure a successful gold drive. But don't wait too long... Gold Drives are becoming more popular every day. To ensure you get the date you need, contact Recycle Frog as soon as possible.

The Gold Drive program has been received exceptionally well because it provides real value to both the supported cause and the individual recycling their gold. Instead spending countless hours on dozens of low margin transactions, substantial funds can be raised quickly with only a few high value transactions per campaigner. Imagine, friends, family and colleagues supporting a cause and still walking away with money in their pocket.

Everyone 'guarantees' top dollar payouts. How is Recycle Frog any different? How do you calculate how much is paid out for unworn precious metals?

Recycle Frog has developed a transparent and ethical payout model that results in settlements that exceed the industry average by 20%. Because we provide all our assessment information right up front, we ensure each and every customer has a clear understanding of our findings, and the opportunity to speak with us directly about them.

Independent Customer Payout Audits

Competitive, published payout rates are important, but there's more to consider. Often consumers are told one or more pieces of gold jewellery are not real. Often that is true, but sometimes it is not.

For this reason, Recycle Frog enlisted the help of PricewaterhouseCoopers to perform independent customer payout audits biannually. We are proud to be the first and only company in our industry to stand by our service in such a bold way.

Consumer Alert #1: There are many websites that do not post their payout rates – and for good reason. Be very wary of dealing with companies that do not clearly post their payout rates. They haven't forgotten to include these details – they are just hoping you will.

HOW WE SET OUR PAYOUT RATES

The amount of money you earn for your gold, silver and platinum depends on three critical factors:

- 1 – Its Purity. The higher the purity, the more it is worth.
- 2 – Its Weight. The greater the weight, the more it is worth.

3 – The Market Price. Gold, and all metals, is a commodity that fluctuates in price according to global supply and demand. Today, gold is valued at record highs, so there has never been a better time to recycle.

Consumer Alert #2: Most online gold buying companies evaluate your material and issue a cheque without confirming whether you agree to accept their offer. When a Recycle Frog agent evaluates your items, we do not simply send you a cheque. We will contact you with our best offer, and if you agree to the amount, we will immediately issue payment. Otherwise, we simply return your items – no questions asked.

Do you recycle / buy precious stones? What do you do with the precious stones that are attached to the rings/jewellery we send to you?

Unfortunately no, we do not. Recycle Frog does not recycle or buy precious stones (gems) at this time. However, should you have some unworn or broken jewellery that contains gem stones, they include:

- 1 – removing the stones yourself prior to sending;
- 2 – sending the unworn jewellery 'as is' and leaving the stones with Recycle Frog to dispose of;
- 3 – sending the unworn jewellery 'as is'. We will remove the stones and send them back to you for a nominal charge. We will do our best to ensure the stones are undamaged in this process, however there are no guarantees provided with this option.

Gold and the Environment

What is the environmental impact of metals mining on the planet?

At the heart of the issue is the fact that nearly all of the world's easily accessible gold deposits have already been mined. Most of the gold left today is microscopic and is being wrung from the earth at an enormous environmental cost, most often in the world's poorest corners.

Here are a few more things for everyone to think about when considering whether to recycle their unworn and broken gold:

Open-pit gold mines essentially obliterate the landscape, opening up vast craters, flattening or even inverting mountaintops, and producing eight to ten times more waste than underground mining. Several of these large scale, open-pit mines are now visible from space...

Cyanide is used by large mining operations to separate gold from ore. Cyanide pollution is a major concern. A rice-grain sized dose of cyanide can be fatal to humans; concentrations of 1 microgram (one-millionth of a gram) per liter of water can be fatal to fish.

Between 1995 and 2015, approximately half the gold produced worldwide has or will come from indigenous peoples' lands.

Metals mining is the number one toxic polluter in the United States, responsible for 89% of arsenic releases, 85% of mercury releases, and 84% of lead releases in 2004.

Metal mining employs just 0.09 percent of the global workforce but consumes as much as 10 percent of world energy.

120,000 tons of toxic waste spilled from the Baia Mare gold mine in Romania in 2000, contaminating the drinking water of 2.5 million people and killing 1,200 tons of fish.

It is not likely that demand for gold will subside anytime soon and satisfying that demand with newly mined gold will come with devastating environmental consequences. There is a better way.

Shifting the public's perception around precious metals recycling is one more step towards a greener planet. It's time we Rethink Recycle.

Can you give a specific example of how much waste is generated from a typical piece of household jewellery?

Consider for example a simple gold wedding band. To mine this amount of gold miners must dig up and haul away an average of 20 tons of ore and soak it with diluted cyanide. Over the course of months and even years this poisonous solution works to separate the gold from the ore. At some of the world's largest mines, miners move a half million tons of earth each and every day. That's equivalent to approximately the weight of 2,755 Boeing 747s! For more information on this process see our section on [open pit gold mining](#).

How much of today's demand is met through recycling unworn gold?

The World Gold Council estimates that less than 25% of global demand for gold is being met by recycled sources.

Can you give more specific examples of how recycling gold compares with other more common forms of recycling?

When it comes to recycling, there is one material that stands head-and-shoulders above the rest, beer bottles. While precious metal recycling is a foreign concept to most people, almost everyone is familiar with beer bottle recycling. So, to illustrate the importance of recycling unworn and broken gold jewellery, lets take a moment to draw a comparison to beer bottles.

We'll begin with a simple question: Why do so many people recycle their empty beer bottles? The answer to this question is broadly split into two categories:

The Financial Incentive

Recycling ones empty bottles provides a small financial incentive, usually 10¢ per bottle. While each bottle may not be worth much on its own, collectively the total can quickly add up.

The Environmental Incentive

It wasn't long ago that a person would not have thought twice about tossing an empty bottle in the trash. How times have changed. Today, consumers are actively seeking new ways to reduce their environmental footprint and bottle recycling has become a generally accepted practice.

Consider now, these same two incentives, financial and environmental, but as they relate to recycling a single gold wedding band, (18 karat, 10.35 grams).

With gold near record prices, the financial incentive is high. A Recycle Frog customer would receive approximately \$175 for recycling this single wedding band. That's equivalent to recycling 145 cases of empty beer bottles!

If we continue along those lines, it is estimated that to produce a single gold wedding band a mining company generates 20 tons of mine waste. That's the weight equivalent of 56,460 cases of empty beer bottles!

Our point is simple, as a society, our perspective on recycling has come a long way in a relatively short amount of time. Most of us consider various forms of recycling to be part of our everyday activities. We no longer simply toss out our paper with the trash or put plastic bottles in with cardboard cereal boxes. As our individual and social conscience continues to evolve, we seek out new ways to renew and recycle our

precious resources. Recycling unworn or broken gold jewellery is part of that evolution. It's time we Rethink Recycle.

General Questions

How can I tell if my item is gold?

It's not an exact science to begin with. Usually there is a stamp on the item that would indicate the karat quality. However, many older items or ones bought outside North America may not have a stamp but are still gold. You can send us any items that look like they might be gold. Our staff will expertly assess them to determine the fine gold content, if any, and make you a settlement offer accordingly. That's where the 'exact science' comes in.

Note: Please do not include anything you *know* is costume or gold plated.

What will Recycle Frog not buy?

While Recycle Frog is happy to receive most gold, silver and or platinum-containing materials, there are some items we do not buy:

- Stolen items
- Ancient Artifacts
- Non precious metals
- Plastic
- Pearls
- Gold Plated items
- Costume jewellery
- Non precious stones

Does Recycle Frog buy Watches?

Unfortunately, no. We're sorry to say that Recycle Frog does not accept watches as part of our service. Watches are not an easily recyclable item and usually contain only traces of recoverable material.

What if my items contain diamonds or other precious gemstones?

Although we accept items containing precious gems and other stones, we are not in the business of recycling these items. If you plan to send in an item that contains a stone which you believe to be valuable, we strongly recommend

removing the stone prior to sending it in to us. We deduct the weight of the stones from the gross weight of the item to determine the net weight in gold.

What if I can't remove the precious gem before sending?

That's okay too. Simply send the jewellery 'as is' and let us know that you would prefer to have the stones returned once the transaction is complete. There will be an additional charge for this service with the cost applied against the customer payout.

What if some of the items I send do not test as gold?

Items not containing precious metals will not be returned by Recycle Frog, however you may request these items be returned to you at your expense. In such case, Recycle Frog will charge a flat \$25.00 USD fee to cover return postage and handling.

Sending Your Gold

What can I send?

Recycle Frog will accept almost anything containing gold, silver, platinum, including necklaces, charms, bracelets, rings, earrings, cufflinks, pins, and other jewellery. We can recycle almost anything that contains these precious metals. If you have any doubts about what you want recycled please call us directly to discuss your items.

Can I send gold via regular mail?

Yes you can. All you need to do is be sure to purchase delivery insurance appropriate to the amount of gold you estimate you are sending. It's that easy.

How much gold can I send?

You can send as much or as little as you choose. That's a personal choice. Simply determine what you don't need, want or use and send it to Recycle Frog.

How will I know if Recycle Frog received my items?

Once Recycle Frog received your items you will receive an email or call to acknowledge receipt and provide our payout offer.

Do the pre-paid Canada Post or Fed-Ex shipments come with insurance?

Yes, each package is automatically insured for up to \$500. If you believe that your jewellery is worth more than \$500, we recommend that you purchase additional insurance at time of shipment.

Does it cost anything to send my jewellery to Recycle Frog?

Absolutely not. It is 100% free to send Recycle Frog your items. Simply click on the [Get Started](#) button on our website and complete the form and we will send you a pre-paid and insured Canada Post or FedEx package. It's that simple.

Payment and Value

Why should I recycle my gold today?

Choosing to recycle your unworn and/or broken is a personal decision that typically falls into one or more of the following two categories:

1 – Financial Incentives.

Gold is at or near its record high so many people are choosing to take advantage of these prices to recycle their unworn or broken items and put that money to better use.

2 – Environmental Incentives.

According to the World Gold Council, only 25% of annual global demand is being met by recycled sources. At the heart of the issue is the fact that nearly all of the world's easily accessible gold deposits have already been mined. Most of the gold left today is microscopic and is being wrung from the earth at an enormous environmental cost, most often in the world's poorest corners.

Recycling unworn and broken gold, silver and platinum just makes sense. It's time we Rethink Recycle.

What if I'm not happy with the amount of the offer settlement?

We are extremely confident that you will appreciate Recycle Frog's open, honest business practices. Calling you directly to discuss your settlement offer puts the

power in your hands to accept or reject our offer. Most of our competition does not operate in this straightforward manner, instead, they simply mail a cheque without the first discussing it with you or gaining your acceptance.

How does Recycle Frog calculate the value of my gold jewellery?

Payment is determined based on the current price of gold, the fine gold content of material received, and the material's actual total weight. For more information, please visit our [What We Pay](#) section where you will see how the payment is calculated in more detail as well as the breakdown of the cost to recycle precious-metals-containing items.

For the record, the vast majority of our customers have been very pleased with the financial reward they receive for choosing to recycle their precious metals with Recycle Frog.

Can I find out how much I'm going to be paid before you pay me?

Absolutely. Recycle Frog is not like the other companies that simply send out a cheque to you in hopes that you will not ask questions. Instead, once we have assessed the value of your unworn jewellery we call you directly to discuss our settlement offer. Only once you know all the information and you have agreed to our offer do we process the payment. This way you always know everything about the transaction and we stay true to our customer commitment.

Can I get my items back after I have sold them to Recycle Frog?

That's part of the Recycle Frog difference. We will actually call you to discuss the settlement. Only once you have agreed to our settlement offer will any payment be issued. This guarantees that you only receive payment that you have agreed to.

Please note that once you have accepted our settlement offer and payment is issued, the material becomes the property of Recycle Frog and can no longer be returned.

How can I contact Recycle Frog again?

That's easy – there are several ways you can contact us. Here they are again:

By Phone (toll-free):	1.888.620.2855
By Phone (Ottawa - local):	1.613.695.1236

By email:

General Information:

info@recyclefrog.com

Support:

support@recyclefrog.com

Sales:

sales@recyclefrog.com

By Standard Mail:

Recycle Frog, Inc.

67001-421 Richmond Road

Ottawa, Ontario

Canada K2A 0E0