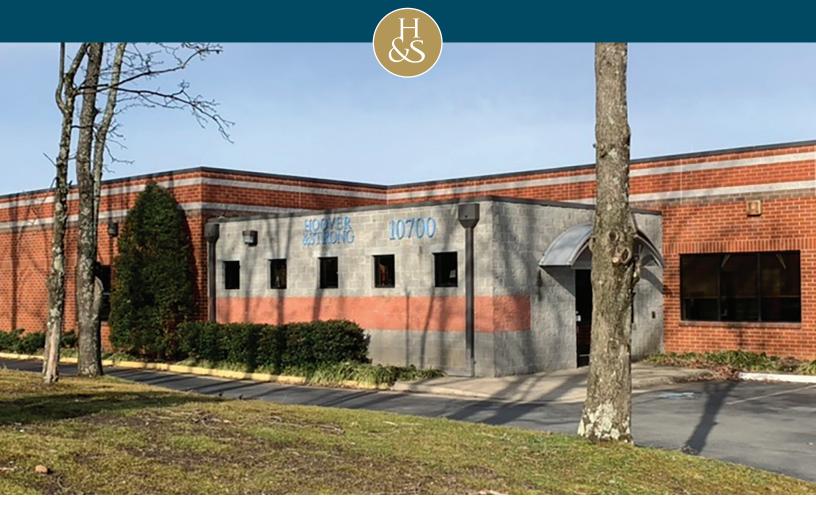
## **HOOVER & STRONG**

Proudly serving the jewelry industry since 1912, Hoover & Strong offers the finest quality mill and findings products along with reliable refining, casting and diamond services. We are committed to supplying responsibly sourced products made in the USA.



## **OUR PRODUCTS AND SERVICES INCLUDE:**

Mill Products | Findings | Bands | Bridal | Finished Jewelry | Diamonds | Contract Casting | Refining















Count on us for all your jewelry related needs.



## WELCOME TO HOOVER & STRONG!



We strive to embody "The Gold Standard" for our valued customers while offering the jewelry industry a comprehensive selection of over 30,000 premium products and services.

Our offerings include Mill Products, Findings, Finished Jewelry, Casting, Diamonds and Refining Services.



## **Our Long History**



Our success stems from the collective efforts of three generations of Hoover leadership and our incredible team of 100+ coworkers.

Hoover & Strong was founded in Buffalo, NY in 1912 by Jay Hoover and Harry Strong. Initially, the company focused on recovering platinum from industrial light bulbs, refining the metal, and supplying it to local platinumsmiths. Due to financial constraints, Harry Strong left the company after three years. Despite this, the name Hoover & Strong remained as money had already been invested in the company sign and stationery. As sales expanded and the supply of industrial platinum scrap diminished, the company transitioned to purchasing platinum and eventually ventured into refining scrap gold jewelry.

In 1927, Jay's son, Dudley Hoover, joined the firm. In the following years, Jay and Dudley developed various repair products, including sizing wire, half round, square, and flat wire. This led to the establishment of numerous small repair shops within jewelry stores across the country. As jewelry manufacturers moved away from Buffalo in the 1930s, Hoover & Strong adapted by establishing a mail order business.

Despite the challenges of the Great Depression, the company persevered and sold a significant portion of the gold it refined to the United States Mint. In 1947, Jay passed away, and only five years later, Dudley tragically died. Marie Hoover, Dudley's widow, assumed the role of President. George Hoover, Dud-

ley's son, apprenticed in the factory and worked his way up through the ranks. In 1970, George became the President. With steady growth, the company made the decision to relocate to Richmond, Virginia in 1979. In 1981, Torrance Hoover, George's son, joined the company as Sales and Marketing Manager. In 2001, Torrance was appointed President, and George Hoover became the CEO.

Driven by Torrance Hoover's college paper, which advocated for diversification and expansion, Hoover & Strong continued to broaden its product lines. In 1991, the company acquired the assets of Baker Fendt, one of the largest ring findings manufacturers in the country, adding die-struck findings to its product line. Additionally, Hoover & Strong established a casting division to meet customer demand for bridal products, custom casting, and finishing services.

Since then, Hoover & Strong has experienced sustained growth, driven by strategic acquisitions such as Keystone Findings in 2009, and Stonewall Silver Company and Performance Contracting (diamond band setting) in 2011.



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#### **Today and Beyond**

A Fifth Generation of Hoovers is On Board - Torry's son, T.D. Hoover joined Hoover & Strong in 2016 and currently serves as National Sales Representative. In 2018, Torry's daughter, Dani Cutler, joined the company as the Customer Service and Marketing Manager.

**Experts on the Floor and in the Field** - Rigorous training programs are provided for customer service representatives to ensure their comprehensive knowledge of the company's extensive range of over 30,000 products, technical specifications, and jewelry techniques. Precious metal experts oversee all aspects of the Mill, Findings, Castings, and Refining divisions.

**Ordering on the Web** - Hoover & Strong no longer produces a 300+ page printed catalog. We encourage our customers to view all of our 30,000 offerings on our website and to place your orders online. It's our goal to make your online purchasing experience as easy and streamlined as possible.

Recent web enhancements include the addition of Order History, Recently Viewed Items, Quantity Price Break Comparisons, Customizable Metal Markets and Estimated Ship Dates. Our efforts are focused on continued web improvements and we welcome any feedback you may have regarding the online ordering process.

**Production and Delivery** - Utilizing LEAN manufacturing techniques and processes throughout the Hoover & Strong facility, we can ensure the quality and quick delivery of all our products and services.

We rely on our extensive inventory of grain, wire, solder and findings, allowing most orders to be shipped within 1-3 days. Standard alloys and sizes can be manufactured very quickly. With our improved lead times, customers can trust Hoover & Strong for swift and efficient material delivery.

**Greenest Refinery in the USA** - The Hoover & Strong factory incorporates processes that conserve energy and promote material reuse. Over 20 years ago, we improved our refining process and reduced chemical consumption by 80 percent. The company employs a zero-discharge wastewater treatment system, ensuring nothing enters the sewers and our scrubbers ensure that the air quality remains pristine.

Harmony Recycled Precious Metals - Introduced in 2008, all Hoover & Strong's Harmony Recycled Precious Metals, including gold, platinum, palladium, and silver are 100% recycled and certified as such by SCS Global Systems. The company's recycled metal supply is exclusively sourced from scrap metal purchased from jewelers and other refineries that also prioritize recycling.

These recycled precious metals, combined with conflict-free diamonds, recycled diamonds, lab-grown diamonds, and now ethically-sourced gems, form Hoover & Strong's

expanding selection of responsible and eco-friendly Harmony brand products and services.

A Socially-Responsible Alternative - In addition to recycled metal options, Hoover & Strong proudly supports artisanal and small-scale mining and currently partners with Fairmined sources to bring artisanally mined metal to the U.S.

Customers can choose between Harmony recycled mill products or opt for a select range of wire, sheet, and grain made with Harmony Artisanal Metals—a socially-responsible alternative that positively impacts thousands of small-scale miners, their families, and communities.



**The Gold Standard** - Hoover & Strong believes that promoting an atmosphere of mutual trust, honesty, and integrity between its coworkers and customers is the best approach to achieve profitable growth and long-term financial success.

The company has built its reputation by catering to the needs of independent jewelers, a commitment that remains steadfast today; providing exceptional customer service and top-quality eco-friendly products and services.





Our new and improved website makes ordering products easier than ever before.

Place your order today! www.hooverandstrong.com



## Message from George Hoover, CEO



"Innovation and change have been the drivingforces behind the growth and success of the platinum refining business established by my grandfather, Jay, in 1912.

Throughout our long journey into mill, jewelry and findings production, change has been a constant element, but our unwavering dedication to delivering excellent quality and providing honest service has remained steadfast."

## Stewart Grice, VP Mill



Stewart Grice, Vice President of the Mill Division, brings extensive expertise and qualifications to his role at Hoover & Strong. Stewart has been with us since 2000. With a diploma in Physics, a degree in Materials Science, and a Masters in Metallurgy & Materials, Stewart is well-versed in his field.

Stewart excels in alloy and process design, technical support, and production management. As well as running the Mill Products Division, his responsibilities include responsible sourcing compliance, inventory control, lean manufacturing, metal transfer implementation, safety and security.

Stewart has been a speaker at the Santa Fe Symposium for Jewelry Manufacturing Technology for many years. It's 34-year run came to an end in 2022 but Stewart was a founding board member and was instrumental in the creation of a new conference, The Jewelry Symposium in 2023, and continues to serve on the board.

This nonprofit educational symposium is dedicated to disseminating valuable information and fostering education within the jewelry industry.

#### **Dani Cutler, Customer Experience and Marketing**



Since 2018, Dani has held the role of Customer Experience and Marketing Manager, bringing a wealth of expertise to the table. Additionally, Dani serves as the primary liaison for Hoover & Strong's corporate social responsibility endeavors including sourcing, sponsorships, and community outreach efforts.

Her dedication extends to supporting various initiatives aimed at responsible artisanal and small-scale gold mining (ASGM) as well as events like the Chicago Responsible Jewelry Conference and IAC's Gold Conference, among others. Dani is passionate about every aspect of our industry, from mining to jewelry design, and welcomes discussions on responsible sourcing, our products and services, as well as feedback on our website and marketing materials.

## **Message from Torry Hoover, President**



"Our dedication to our customers is reflected in our broad selection of eco-friendly jewelry products and services, supported by unparalleled customer service.

We are grateful for the continued loyalty of our customers, who have supported US jewelry manufacturing and our efforts to promote recycling and conservation. To our new customers, we are excited to welcome you and look forward to serving you in the years to come."

## Marcin Piszczatowski, Jewelry Manager



Since 2010, Marcin has been a pivotal figure at Hoover & Strong, demonstrating strong leadership and team-building skills. His ability to motivate staff, coupled with a commitment to production, ensures the fulfillment of our customers' jewelry needs.

Marcin's unparalleled knowledge in the technology and manufacture of our machine-set bands further solidifies his role as a key asset to the company.

## Brian Shaffer, Diamond Manager



With over 20 years in retail, wholesale, and fine jewelry manufacturing, Brian enriches Hoover & Strong with extensive expertise. Joining in 2015, as Diamond Manager, he oversees day-to-day operations and collaborates with the Jewelry Division to ensure every piece boasts diamonds of superior quality.

Brian's dedicated team at Hoover & Strong prioritizes topnotch customer service and sources the most responsibly mined diamonds, including Harmony Recycled, Canadian Origin, and USA-Grown options.

#### Stanley Tucker, Refining Manager



Stan joined us in March of 2024. With a background in management and sales, we expect he will be a great addition to the company. His problem solving skills will help lead the refining department in all areas and we are pleased to have him on the Hoover & Strong team.

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## **Customer Service Representatives**

#### Our customer service team is eager to help you!

From mill products to findings, casting services and finished goods...our highly knowledgeable sales team plays a crucial role in our success and yours. We love getting to know our customers and we want to know you by name! Please email us or give us a call toll-free at 800-759-9997.

dani@hooverandstrong.com janet@hooverandstrong.com kristen@hooverandstrong.com rachele@hooverandstrong.com tenyah@hooverandstrong.com eddie@hooverandstrong.com









Customer Service Manager

**Kristen** Customer Service Rep

**Rachel** Customer Service Rep





**Tenyah** Customer Service Rep

**Eddie** Credit Manager

#### **Outside Sales Team**

**Our outside sales team is ready to work with you!** Send them an email or give them a call toll-free at the numbers below.

torrancejr@hooverandstrong.com or call 800-759-9997, ext. 315 hind@hooverandstrong.com or call 800-759-9997, ext. 448 toni@hooverandstrong.com or call 800-759-9997, ext. 447

We are pleased to introduce Torrance Hoover, Jr. (TD) as our newest National Sales Representative. TD has been an integral part of Hoover & Strong since 2016. His first two years were in Customer Service, followed by three years in the jewelry division, and the past two years as Refining Manager. His diverse experience makes him a valuable asset to Hoover & Strong, and we are delighted to welcome him back to the Sales team.



Mill and Refining





Hind (Hynd) Toni
National Sales Rep
Jewelry Jewelry

## **Diamond Department**

You've come to the right place for diamond services.

Whether you are looking to buy or sell diamonds, our top-notch diamond team is here for you.

brians@hooverandstrong.com allison@hooverandstrong.com leah@hooverandstrong.com christie@hooverandstrong.com







**Leah** Diamond Rep



**Christie** Gemologist

#### **HOLIDAY AND SHUTDOWN DATES**

Please note that our plant will be closed for our annual holiday shutdown during the last week of December. Please try to anticipate your requirements and allow sufficient time for us to make shipment prior to closing. In order to meet your requirements, we suggest that you place your December holiday orders as soon as possible during the holiday season.

Scan the QR code to view our full calendar of holiday close dates on our website.



## NEW ACCOUNTS AND PLACING AN ORDER

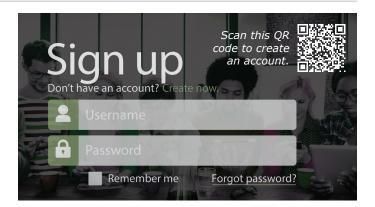
#### **New Accounts**

#### It's easy to create a new account with Hoover & Strong.

If you are a jeweler, manufacturer, hobbyist or jewelry student, please visit our website at hooverandstrong.com/create-account.

#### Filling out the online form takes less than 5 minutes!

You will be asked to provide some business information including your Federal Tax ID number or your Social Security number, and business license if available, to get started. Once you complete the online form, we will have you set up in no time!



**Placing an order at Hoover & Strong has never been easier!** Our new and improved website includes lots of new features including larger photos, discount levels and customizable metal markets.

## **Placing An Order**

To place an order, you can visit our website, call, fax or email us at the following:

• Website: www.hooverandstrong.com

Toll Free: 800.759.9997Local: 804.794.3700

• International: 01.804.794.3700

• Fax Orders: 800.616.9997 or 804.794.5687

• Email:

General: info@hooverandstrong.com
Diamonds: diamonds@hooverandstrong.com
refining: refining@hooverandstrong.com
Returns: returns@hooverandstrong.com

#### **Order Accuracy**

Hoover & Strong emails an order confirmation to every customer after an order is placed to ensure that the items entered into the system are in fact aligned with the customer's request. We must have your email address to send a confirmation. We ask that our customers review these order confirmations upon receipt, and alert us if there are any inconsistencies. Additionally, you can logon to our website to view all open orders on your account.

#### **Pricing**

Orders will be priced at the metal markets on the date of receipt, if order is shipped on the same day; or the markets of the day after the order is received for orders that take longer than same day and made to order (MTO) products.

#### STANDARD ITEMS SHIP FASTER!

See our website for MTO vs STANDARD karats and sizes.

#### Made To Order Items:

- Merchandise altered at the customer's request. (i.e., annealed, drawn hard, customer karat stamp etc.)
- Any product made to a customer's specifications. (i.e., solitaires not in catalog, size change on bands, etc.)
- Made to order merchandise made per the customer's direction. Therefore, it is NON-returnable, NON-cancelable and NON-refundable. There are no exceptions made to this policy.
- Made to order delivery times can range between 10 -20 business days. Your account representative can advise you of the expected delivery time. As always, the times provided are estimates and can't be guaranteed.
- Made to Order product (i.e., Flat Sheet, Circles, Washers, Charms, Seamless Ring Blanks etc.)
- Stone-set pieces
- Metals manufactured other than stock metals listed.
- If tooling is necessary, additional delivery time is needed.

#### **Backorders:**

Hoover & Strong makes every effort to maintain stock of all styles offered, this may not always be possible due to manufacturing issues. In the event that we are unable to satisfy an order immediately due to lack of stock, we will make every attempt to ship as soon as possible.

(Backorders under \$100 ship USPS at no charge.)

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# PAYMENT TERMS AND RETURNS

## **Payment Terms**

We offer several payment options. All account changes, including name or address change requests must be submitted to us in writing, on your company letterhead or via email.

#### **CREDIT CARDS**

We accept VISA®, MasterCard®, American Express or Discover. A 3% charge will be added. For new accounts, we will ship to your credit card's billing address only. This address will be verified with the credit card provider. Your credit card will be charged at time of order shipment.









Credit cards are not accepted for 24K grain or bullion on new accounts. These products must be paid in advance by wire transfer or ACH. Payment by credit card can be accepted for Net 30 invoices with a 3% convenience charge.

#### **HOOVER & STRONG CREDIT**

Net 30 terms are available to those customers that are top rated with Dun & Bradstreet or The Jewelers Board of Trade. Customers that are not rated with either but have substantial credit information and trade references will be considered for credit.

You may complete a credit application on our website or download a printable form.





Please email the completed form to: credit@hooverandstrong.com.

We will notify you by email when our credit process is complete and ask that you allow three business days for processing.

Invoices accompany each shipment with payment due 30 days from invoice date. Invoices not paid within 30 days are subject to a finance charge of 1% per month (12% APR). An account summary is shown on every invoice and statements are available by email, upon request.

#### **CASH PAYMENTS**

**ACH or EFT** - For the fastest and most secure payment method, we encourage you to pay by ACH or EFT. This method transfers funds directly from your banking account to ours, saving you both processing time and mail delays.

You may send payment to us or we can draft payment from you. There is no charge by Hoover & Strong for this payment option.

Payment by Check - We use our bank's processing facility to expedite your payments. Please use the following address, for check payments only:

Hoover & Strong, Inc. PO Box 604141 Charlotte, NC 28260-4141

There is a \$40 fee for returned checks.

#### COD

Collect on Delivery is offered via USPS or UPS with the exception of 24K Grain or Bullion. These products must be paid by Wire Transfer or Cashier Check prior to shipping. Your shipping costs increase with this method due to the additional processing required by the carrier. To save additional costs we recommend switching to payment by ACH. Please call our credit department at 800-759-9997 ext. 124, for more information.

#### **INTERNATIONAL ORDERS**

We welcome business from around the world, and will do everything possible to provide you with prompt service and the best method of shipment. Hoover & Strong will ship up to \$25,000 per package to our international customers.

Orders will be delivered via FED EX international or you may contact us for other shipping options. We accept ACH, international wire transfer or credit cards for payment. Freight charges are dependent upon actual weight of package. Be advised that we may not be able to ship to all countries.

#### 1% Discount for Refining or Cash

We offer a 1% discount for select products when the invoice is prepaid or when ordering against a refining credit. Just call in your order and we will give you the dollar amount to send. We will process your order as soon as the payment arrives.

1% DISCOUNT

#### **POOL ACCOUNTS**

Pool accounts are available for volume mill and jewelry customers only. There is a 200 dwt (10 oz) minimum for these transactions, except refining deposits. We will hold prices for three business days. Call for details.

Please send any correpondence, product returns, or refining to our physical address at:

Hoover & Strong, Inc. 10700 Trade Road N. Chesterfield, VA 23236-3000

For more information, please call 800-759-9997 (choose option 3 for Finance)

#### **RETURNS**

Please call one of our sales associates at 1-800-759-9997 or send an email to: returns@hooverandstrong. com to receive a Return Authorization Number before sending any items back to Hoover & Strong. Detailed instructions will be provided to ensure your return and refund are processed quickly.

If there was an error on our part, full credit will be issued. If there was an error on your part or you no longer need the item, please return within 30 days, in the original packaging and with a copy of your invoice. We charge a 10% restocking fee for exchanging or returning materials that we can restock.



## VOLUME DISCOUNT PROGRAMS

#### **Hoover Family Discounts**

You can enjoy numerous benefits including price savings when you sign up for Hoover Family Discounts.

Simply commit to purchasing \$5,000 or more annually and you'll enjoy our discounted pricing on every order, no matter the size\*.

#### The more you buy, the more you save:

\$5,000 purchase = 25% discount on labor (\$4,500 effective cost) \$10,000 purchase = 30% discount on labor (\$9,000 effective cost)

#### Member Benefits:

- Whether you order 1 piece, 2 pieces or 10 pieces, you will receive your quantity discounts on all of our stock products
- Members receive pricing on minimal quantities at the same rate others receive for purchase of 10 pieces or more. This program allows for discounts on most orders, large or small.
- Increasing your discount rate is as easy as growing your business with us throughout the year

To get started, visit www.hooverandstrong.com and browse our 30,000+ product selection.

When placing your order, type "HF Discounts" and "your desired spend level" in the notes section. We will set you up with the best prices in the industry!

#### **JOIN THE FAMILY TODAY!**

\*excludes diamonds or Fairmined products





Scan the QR code to visit our website.



#### **Hoover Distributor Discounts**

**We value our distributors.** This program, based on annual purchases, has been designed to address our core distributors' needs.

By becoming a Hoover & Strong distributor, you can realize expanded sales and increased profits, while reducing your inventory carrying costs.

Our large inventory becomes your inventory so that you can deliver quickly and our "make to order" capabilities offer specialty product for all your customers' needs.

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## **FedEx Domestic Shipping**

FedEx®, our carrier of choice, provides us with low shipping rates due to our high volume and we are pleased to pass these SAVINGS on to you! On average, our customers can save \$3 on FedEx Standard Overnight® shipping and \$10 on FedEx 2-Day® shipping.\* Choose FedEx Standard Overnight® or FedEx 2-Day® and enjoy your savings today!



\*Savings amount will vary based on zones and other criteria. Please note: If shipping to a P.O. Box, you will need to select USPS as your shipping method.



#### FedEx 2 Day®

Second business day delivery by 4:30pm to most areas (by 8pm to residences). Delivery in 3 business days for certain shipments to Alaska and Hawaii. Available throughout all 50 states. **Shipping cost estimate for east coast delivery of a 1 pound package = \$9.20** 



#### FedEx Standard Overnight®

Delivery the next business day in the afternoon by 3pm to most areas and by 4:30pm to some rural areas (by 8pm to residences). Available throughout all 50 states. (Hawaii outbound only). **Shipping cost estimate for east coast delivery of a 1 pound package = \$15.05** 

#### FedEx Priority Overnight®

Next business day delivery by 10:30am to most areas and by noon, 4:30pm or 5pm to some rural areas. Delivery in 2 business days for certain shipments to and from Alaska and Hawaii. Available throughout all 50 states. Saturday delivery available for an additional charge. (not available for all addresses) Signature required. **Shipping cost estimate for east coast delivery of a 1 pound package = \$15.81** 

#### FedEx International Shipping

#### FedEx International Economy®

Delivery typically in 4-7 business days to select postal codes in 20 countries, including Canada, China, Mexico and Japan. Go to FedEx.com/internationalpackages and select FedEx International Economy® for a list of destination postal codes and ZIP codes served. Shipping cost estimate for delivery of a 1 pound package to Canada = \$36.93

#### FedEx International Priority®

Delivery typically in 1, 2 or 3 business days to more than 220 countries and territories. Reach major cities in Canada and Mexico typically in 1 business day. Go to FedEx.com/internationalpackages and select FedEx International Priority® for a list of destination postal codes and ZIP codes. **Shipping cost estimate for delivery of a 1 pound package to Canada = \$43.67** 

**Please Note** - FedEx® will charge additional fees for COD packages, Saturday delivery, delivery to remote areas, and when a signature is required. See fees below, or call us for more information.

• FedEx DAS: \$2.85

• FedEx Signature: \$2.50

• FedEx Saturday Delivery: \$16

• FedEx COD Fee: \$14.50

• Residential: \$5

FedEx® has a limit of \$25,000 per package. Orders over \$25,000 will be split.

You must choose the USPS option if you are mailing to a PO box. It is also a great option for customers in the U.S. Virgin Islands.



#### Save Money, Choose "Ship With"

In an effort to better control transportation charges, Hoover & Strong offers our customers the ability to ship any requested order with an order that is already in-house or in the process of being manufactured or shipped.

To access this benefit, simply select, or request that your order be "Shipped With" another of your in-house order(s).

Please be aware that all "Ship With" orders will incur a "Ship With" Coordination Fee of \$7.95 per order.

For our **Hoover Family Discount Members**, this fee is reduced to \$3.95 per order. This represents a 50% savings to our most loyal customer base.

**Live in the Richmond, Virginia area?** You may pick up your order at Hoover & Strong between the hours of 9:00 AM - 4:00 PM.



## **USPS Shipping**

#### **Priority Mail®**

Priority Mail is a 1 to 3 day shipping service that features one flat rate for delivery of a package or envelope to its destination. Orders under \$5,000 and under one pound can be shipped by Priority Mail®. The service allows a maximum weight of 70 lbs. or less for each envelope or package. Shipping cost estimate for east coast delivery of a 1 pound package = \$10.15

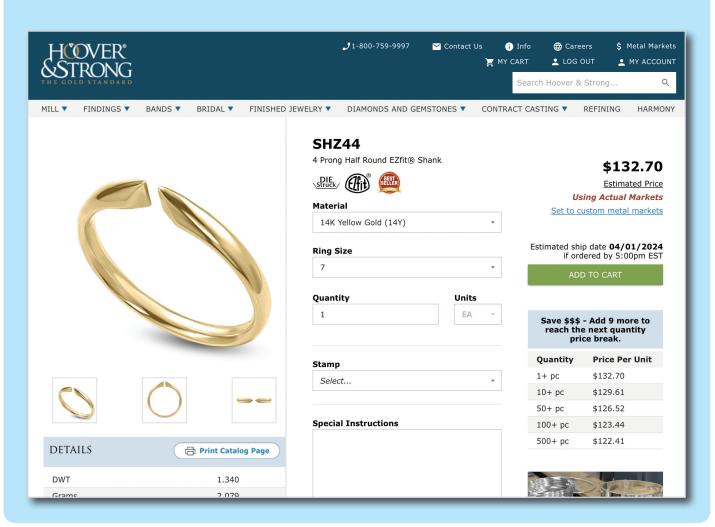
Please Note: This option is NOT AVAILABLE for orders over \$3,000.

#### **Priority Mail Express®**

Priority Mail Express® is the quickest USPS mail service. The USPS offers a money-back quarantee and overnight delivery to most US locations including PO Boxes, and 3-5 day guaranteed delivery for select international locations. Shipping cost estimate for east coast delivery of a 1 pound package = \$30.65

## ORDERING ON OUR NEW AND IMPROVED WEBSITE HAS NEVER BEEN EASIER!

We invite you to try out our new web functionality that includes: Order History, Larger Photos, Recently Viewed Items, Quantity Price Break Comparisons, Customizable Metal Markets and Estimated Ship Dates



## HARMONY AT HOOVER & STRONG



# HARMONY METALS AND GEMS RECYCLED PRECIOUS METALS & ETHICAL GEMS

## Make a Difference When You Choose to Buy Responsibly

Established in 1912 as a platinum refiner, Hoover & Strong has evolved over the years into a premier provider of eco-friendly products and services for the jewelry industry.

With a mission to be the most responsible precious metal jewelry manufacturer in the world, Hoover & Strong proudly offers over 30,000 jewely products made from 100% recycled Harmony metals.

Yes, you read that right – 30,000 products are made from 100% recycled metals, guaranteed!

**Harmony Recycled Precious Metals** - Our diverse offerings span all mill products, from grain, wire, sheet and solder, to findings that include shanks, settings, earrings and pendants. Even our solitaires, bands, and finished jewelry proudly bear the mark of 100% recycled Harmony metals.

Proudly made in the USA, all products are manufactured from 100% recycled precious metals and fall under the Harmony recycled metals brand. This includes all Hoover & Strong products made in-house from gold, platinum, palladium and silver.\*

**Harmony Diamonds** - Continuing our commitment to sustainability, we offer an extensive collection of over 8,000 conflict-free and responsibly-sourced diamonds, including recycled and lab grown options.

**Harmony Gems** - Most recently, we have added ethically-sourced gemstones including responsibly mined Montana sapphires to our inventory of environmentally and socially-conscious offerings.

**Greenest Refining in the USA** - From our early beginnings, we set our sights on being the greenest precious metal refinery in the USA. Throughout our factory, processes are used that conserve energy and re-use materials.

These are just a few ways that Hoover & Strong is MAKING A DIFFERENCE! You can make a difference too, when you choose to buy responsibly.





# How can all 30,000 products be made from 100% recycled metals?

The answer is simple: Post-Consumer Recycled Scrap

Our primary supply of fine precious metals is our on-site refinery, where we only purchase scrap from the United States, Canada and Mexico, giving us a supply of 100% recycled precious metals. This post-consumer recycled scrap is predominantly in the form of unwanted or broken jewelry, jewelry processing scrap and dental scrap that includes gold, platinum, palladium and silver.

When the need arises to source recycled metals from other avenues, we turn to like-minded eco-friendly U.S. refineries. These secondary refiners, in alignment with our commitment to sustainability, are bound by the requirement to submit an annual declaration, affirming the exclusive use of 100% recycled materials.



#### **An SCS Certified Responsible Source**

To confirm and verify our position as a responsible source, Hoover & Strong undergoes rigorous audits conducted annually by SCS Certification Systems.

\* A small percentage of our findings are not made in-house. These findings and 24k products are not guaranteed recycled and are not part of the Harmony brand. These items are sourced from U.S. suppliers who are preferably either RJC or SCS certified, or who submit an annual declaration stating that they are a responsible source. These non-Harmony items are listed on our website.

## Fairmined Offerings - Another Way to Buy Responsibly

In 2018, we expanded our HARMONY line to include select mill products crafted from responsibly sourced, certified Fairmined gold. An alternative to purchasing our Harmony recycled metal products, the purchase of Harmony Fairmined mill products helps hundreds of artisanal miners, families and communities that are in need.

We currently carry casting grain, sheet and wire made from certified Fairmined 14KW, 14KY, 18K Royal Yellow and 24K Yellow Gold from artisanal mines in Peru and Colombia. We also offer ring blanks and casting services in 14KW, 14KY and 18K Royal Yellow Fairmined metals. In addition to our **FAIRMINED GOLD** options which are made using a mercury-free process, we also have a selection of **FAIRMINED ECO GOLD** options which are made using a mercury-free AND cyanide-free process.

Look for the Fairmined Gold and Fairmined Eco Gold options when placing your next mill or casting order!





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## **Charities and Sponsorships**

Hoover & Strong is committed to offering annual support to local churches, schools and civic organizations.

Our coworkers actively participate by donating their time and organizing fundraisers to support community members that are in need.

#### We are pleased to support the following organizations:

Alzheimer's Association American Red Cross Caritas

CERF+ (Craft Emergency Relief Fund) Crossover Healthcare Ministry

Feed More

Habitat for Humanity lames River Association Jewelers for Children Massev Cancer Center

Richmond Animal League Science Museum The Healing Place The Nature Conservancy United Way of Greater Richmond Virginia Home Virginia Home for Boys & Girls Virginia Museum of Fine Arts Foundation Visual Arts Center of Richmond

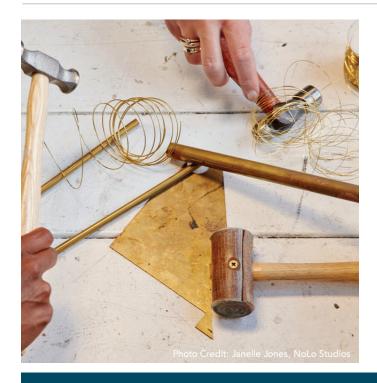
Giving Back to our Coworkers - Established in 2010, the George Hoover Scholarship Award is presented to a deserving son or daughter of a current Hoover & Strong employee.

And during the holiday season, our tradition of giving extends to embracing an anonymous Hoover & Strong "Christmas Family."

This heartwarming initiative is aimed at extending support to those facing specific challenges or hardships. The collective generosity of our coworkers, combined with our company's match, provides the chosen family with care and comfort during their time of need.



#### **Education, Connection and Action**



We are proud to collaborate with organizations that share our vision of a more responsible future for the jewelry industry, and we actively participate in education initiatives and create connections across the global supply chain.

By inspiring responsible jewelry practices, we aim to contribute to a more sustainable and ethical jewelry industry for present and future generations.

#### Our sponsorships have included the following initiatives:

The Jewelry Symposium - May 2023 and 2024, Detroit, MI Pure Earth (Force of Nature) - March 2023, New York, NY Ethical Metalsmiths (So Fresh + So Clean Student Exhibit) - 2023 and 2024, Cincinnati, OH

IAC - Gold Conference - July 2023 and 2024, New York, NY Nolo Studios Residency Program - 2023 and 2024, Brooklyn, NY Pure Earth Jewelry Auction - 2023 and 2024, New York, NY The Responsible Jewelry Transformative - August 2023 and 2024, Chicago, IL

Learn more about our sustainable efforts on our website.

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