

- Place an online order: www.firemountaingems.com
- Phone an order: (800) 355-2137 (24 hours)
- Mail an order: use this form
- Fax toll-free: (800) 292-3473
- Call Customer Service: (800) 423-2319
- Call Locally: (541) 956-7700

Your Name: _____

Email Address: _____

I consent to receive email and other relevant offers from FMG.

Company Name: _____

Street Address: _____

City / State / Zip: _____

Daytime Phone: () _____

Ship to address (if different from that on left):

Name: _____

Email Address: _____

Company Name: _____

Street Address: _____

City / State / Zip: _____

Daytime Phone: () _____

#	ITEM NUMBER	QTY	PAGE #	BRIEF DESCRIPTION, SIZE OR COLOR	UNIT PRICE	TOTAL PRICE
1					\$	\$
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						

Gift Certificates are the Perfect Gift! Order online or contact our friendly Customer Service representatives.

100% SATISFACTION GUARANTEED!

- OK to backorder out-of-stock items? Yes No
- OK to substitute out-of-stock items? Yes No

Refer a Friend or a Business Associate

Recipient's name _____

Email address _____

Company name _____

Street address _____

City / State / Zip _____

Daytime phone () _____

Payment Method

All prices are stated in US dollars.

Check or money order enclosed

We accept:

   

Debit cards are welcome!

Name on card _____

Card number _____

Security code (from back of card) _____

Expiration _____

Signature _____

  

Online Only

Merchandise Total \$ _____

Shipping: Estimate a MINIMUM of \$5.99 for up to 20 lbs (domestic orders only) \$ _____

Please enter the preferred shipping CODE from the order information page. (If any) _____

Sales Tax (If any) \$ _____

Amount due, or credit from previous order \$ _____

Total Amount Enclosed \$ _____

Thank You!

Member of:



ORDERING AND OTHER INFORMATION

Same-Day Shipping on Express Orders

Placed by 1 p.m. Pacific Time
(4 p.m. Eastern Time)

(Overnight, 2-day and 3-day
express services only)

All overnight, 2-day and 3-day express orders will be shipped SAME DAY if the order is received before 1 p.m. Pacific Time, Monday through Friday. Most other orders will leave Fire Mountain Gems and Beads® the following business day by your requested ship method and will be charged at actual carrier rates.

CARRIER (Ship Code)

Low-Cost Best Way Shipping – Orders under 20 pounds will be shipped at a low cost flat rate of \$5.99 (for domestic, APO, FPO and DPO). For packages that weigh 20 pounds or more actual-cost postage as determined by our shipping carriers will be applied. Promotional items such as a catalog or free sample in your order is not included in the total package weight so you will not be charged shipping for these items. Please allow your carrier up to 7 business days for delivery depending on your location, the carrier and the time of year. Please visit www.firemountaingems.com/shipping for more information.

USPS (United States Postal Service)

Priority Mail – Orders should arrive 2 to 5 days after we ship. **(USPS-P)**

Express Mail – Orders take 1 to 3 days to arrive, depending on your location. They can arrive on Saturday, Sunday and holidays. **(USPS-E)**

FEDERAL EXPRESS

Overnight – Orders should arrive the next working day after we ship (usually 2 working days after we receive your order). **(FX-P)**

2-Day – Orders should arrive two days after we ship (usually 3 working days after we receive your order). **(FX-2)**

3-Day – Orders should arrive 3 days after we ship (usually 4 working days after we receive your order). **(FX-3)**

Ground – Orders should arrive 1 to 9 business days after we ship. **(FX-G)**

UPS

By customer request. **(UPS-G)**

INTERNATIONAL

We are working to make sure your international shopping experience with us is both easy and economical. Please check our website at www.firemountaingems.com, click on "Shipping Information" under the "Customer Service" section at the bottom of our home page or call our U.S. number, 541-956-7890, for additional information.

SHIPPING METHODS

USPS (United States Postal Service):

We now offer Priority Mail International which takes 4-8 business days to arrive at Customs after we ship.

Federal Express:

We offer two services: International Priority which takes 2-4 business days to arrive at Customs, and International Economy which takes 3-6 business days to arrive at Customs after we ship. Please note: we are not responsible for the time it takes Customs to clear your package.

CUSTOMS

International customers may be subject to import duties, fees and taxes, which are levied after a shipment reaches their country. **If a shipment is rejected because of customs clearance charges or refusal to accept delivery, the customer will be responsible for any costs incurred, including international shipment and handling.**

For the most current information visit us online at www.firemountaingems.com/customerservice

RETURNING MERCHANDISE

We happily accept returns and exchanges of regular merchandise, including precious metals, returned within 90 days of the original order date on the invoice (we do not accept returns of special order products or items containing a hazardous material). Just complete the return form on the back of your invoice, attach the mailing label from the front of the invoice, apply appropriate postage and drop the return in the mail. Please do not send C.O.D. as we cannot accept these deliveries. **All product returns must be unaltered (for example: on original strand) and accompanied by a copy of the original invoice with their original Fire Mountain Gems and Beads label and packaging.** We will process your return within five days of receipt.

Product exchanges will be priced at the same discount as the original order, and all other items will be priced as a new order, so please add \$5.99 for postage for these types of exchanges. Order overpayment and credits to institutional customers will be refunded via credit on Fire Mountain Gems and Beads accounts, which have no cash value, but are fully available to be applied to any future orders.

In the event that you return a large quantity of items for which you have received assortable or quantity discount pricing, we reserve the right to recalculate your order total based on the actual items you kept. We are unable to accept returns of books and videos that have been opened.

Fire Mountain Gems and Beads is unable to accept a returned order from anyone other than the original purchaser.

This updated policy supersedes any previous policy, and may be changed at any time without notice.

Effective December 15, 2016

PRECIOUS METALS NOTE

Fire Mountain Gems and Beads is a direct importer from around the world. Foreign currencies and precious metals markets fluctuate weekly according to the London Spot Market. This means prices for many jewelry-making components fluctuate weekly as well. Prices in this catalog are based on gold at \$1,300 per troy ounce, and silver at \$16 per troy ounce. Both are updated every Sunday on our website. To find an item's current price, enter "H20" and the item number in the search field on our homepage at www.firemountaingems.com.

All prices are stated in U.S. dollars

- Online PayPal
- Visa, Mastercard, American Express or Discover Card credit cards
- A check (cheque) in U.S. dollars drawn from a U.S. bank
- Wire transfer in U.S. dollars
- Debit cards

NSF CHECKS

NSF checks will be assessed a \$25.00 service charge. For any amount not collected within 30 days, an additional charge of 1.5% per month will be added to the outstanding balance.

PRICING NOTE

Due to the constant changes in the world market and fluctuating prices on base metals, precious metals, oil, labor and foreign currency, the prices in this catalog are for reference only and are subject to change without prior notice. The most current pricing will always be found online at www.firemountaingems.com.

BACKORDERS

We make every effort to have all items in stock at all times. However, due to the unique nature of our handcrafted goods, please allow up to 8 weeks for delivery on items not in stock at the time of your order. Due to long lead times from overseas, we reserve the right to not accept backorders.

SAFETY INFORMATION

Fire Mountain Gems and Beads is committed to complying with applicable federal and state laws concerning the safety of consumer products. Visit the Customer Service page on our website and then, under the "Product Information" section, you can view safety and restricted shipping information there.

These products are intended for adult fashion and decorative use only. Do not ingest.

ET CETERA

- We are not responsible for typographical errors.
- Fire Mountain Gems and Beads trainers will occasionally record and monitor calls.
- We are a 100% direct-mail and e-commerce company and have no sales showroom.
- Any letters, photographs or products sent to Fire Mountain become our property unless specifically stated otherwise in writing. We reserve the right to publish any such materials.
- Jewelry or objects shown in photographs used to show pertinent features of a product are for illustrative purposes only.
- Pewter is a metal alloy containing 90% tin or more. "Pewter" is a metal alloy containing less than 90% tin, and is commonly rich in zinc content. There is no noticeable difference in the look of the two metal alloys.

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ADDRESS CHANGES

Update your address online at www.firemountaingems.com/account, or you can also call our Customer Service Department toll-free at (800) 423-2319 or email us at info@firemtn.com.

PRIVACY — We honor your privacy

Please let us know if you do not want your name to be shared with other mailers. We occasionally make our list of names and addresses available to carefully screened companies and organizations whose products and activities we believe may be of interest to you. We may share your telephone number and/or email address with our shipper, in case of delivery issues.

SALES TAX

Sales Tax will be added if applicable based on order ship to address.

CUSTOMER SERVICE: 1 (800) 423-2319

Pacific Standard Time

Monday – Friday: 7 a.m. - 6 p.m.
(Except Wednesday: we take 10:30 a.m. - 11:30 a.m. for a training meeting to serve you better.)
Saturday and Sunday:
24-Hour Ordering Available - 1 (800) 355-2137

We offer tours of our facility at 10 a.m. and 2 p.m.,
Monday – Friday. Please call 541-956-7700
for large group reservations.