

**Returns and Exchanges - The Quick and Easy Way**

1. Affix the non-prepaid return shipping label (located on the front of the invoice sheet) to your padded envelope or box.
2. Fill out the return or exchange form, as noted below.

**Please note:**

- Please do not send C.O.D. as we cannot accept these deliveries.
- For your protection, insure the package for the value of its contents.
- Shipping costs are non-refundable.
- Fire Mountain Gems and Beads is unable to accept a returned order from anyone other than the original purchaser.

**How to Return Items:** To return an item, fill out the form below:

1. We happily accept returns and exchanges of regular merchandise, including precious metals, that is returned within 90 days of the original order date on the invoice (we do not accept returns of special order products). Note the quantity and reason(s) for return on the item line, found on the front of the invoice/packing slip.
2. Note the quantity and reason(s) for return on the item line, found on the front of the invoice.
3. All product returns must be unaltered and accompanied by a copy of the original invoice with their original Fire Mountain Gems and Beads label and packaging. (\*\*Example label shown on right.)
4. Mail as instructed above.

**How to Exchange Items:**

If you wish to exchange an item, place a new order, or both, please fill out the form below.

1. Note the quantity and reason(s) for return on the item line. (See codes at right)
2. Item must be unaltered and in its original Fire Mountain Gems and Beads package and Fire Mountain Gems and Beads Label.
3. Note the quantity, item number and description(s) for replacement item on the order form below.
4. Additional new items can be added to this form as well.
5. Mail as instructed above.

**Returns Reason Codes**

- 1** Color not as expected
- 2** Quality not as expected
- 3** Size not as expected
- 4** Received wrong item
- 5** Missing item from order
- 6** Arrived late
- 8** Other (please explain)
- 9** Not exactly as pictured
- 17** Did not like assortment
- 22** Damaged or defective

**Return/Exchange Type**

*(Please select one):*

- Credit Fire Mountain Gems and Beads Account.
- Credit Original Form of Payment. (Credit Card, Check or PayPal)






\*\* Example Product Label



Return Code	Qty	Item Number	Item Description	Unit Price	Total Credit
Exchange or New	Qty	Item Number	Item Description	Unit Price	Total Price

Additional Comments \_\_\_\_\_

**Payment Method**  
 Check or Money Order enclosed

**We Accept:**     

*Debit cards are welcome!*

Name on Card: \_\_\_\_\_  
 Card Number: \_\_\_\_\_  
 Security Code: \_\_\_\_\_  
 Expiration: \_\_\_\_\_  
 Signature: \_\_\_\_\_

Merchandise Total	\$
Shipping: Estimate a MINIMUM of \$5.99 for up to 9 lbs (domestic orders only)	\$
If you have a preferred shipping method, please enter the CODE from the order information page.	\$
Amount due, or credit from previous order.	\$
Total Amount Enclosed	_____

*Thank You!*