

- Place an online order: [firemountaingems.com](http://firemountaingems.com)
- Phone an order: (800) 355-2137
- 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!**

**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  
 formerly BillMeLater

Merchandise Total \$ \_\_\_\_\_  
 Shipping: Estimate a  
 MINIMUM of \$6.99 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 \$ \_\_\_\_\_  
 Total Amount Enclosed \$ \_\_\_\_\_

*Thank You!*

Member of:



# IMPORTANT INFORMATION

## SAME-DAY SHIPPING

(Express Orders ONLY)

Must be placed by 12:00 pm (noon)

Pacific Time / 3:00 pm Eastern

All overnight, 2-day and 3-day express orders will be shipped SAME DAY if the order is received before 12:00 pm (noon) PT, Monday through Friday (barring events out of our control).

## ARE YOU A PLATINUM PARTNER?

One of the many benefits of being a Platinum Partner is prioritized order processing. Platinum orders move to the front of the line for daily order processing. Learn more about the many benefits of becoming a Platinum Partner on our website at: [firemountaingems.com/platinum-partners-program](http://firemountaingems.com/platinum-partners-program)

## SHIPPING OPTIONS:

**\$6.99 Best Way Select Shipping** – Most orders under 20 pounds will be shipped at a low cost flat rate of \$6.99 (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, are not included in the total package weight so you will not be charged shipping for these items. (BWS)

## Shipping Carriers (Ship Code)

**USPS** (United States Postal Service)

**Priority Mail** – Orders should arrive 3 to 5 days after we ship. (USPS-P)

**Express Mail** – Orders take 2 to 4 days to arrive, depending on your location. They can arrive on Saturday, Sunday and holidays. (USPS-E)

**Ground** – Orders should arrive 1 to 8 business days after we ship. (USPS-G)

## FEDERAL EXPRESS

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

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

**Express Saver** – Orders should arrive 3 days after we ship, usually 4 business days after we receive your order. (FX-3)

**Ground** – Orders should arrive 1 to 7 business days after we ship. (FX-G)

## UPS

By customer request. (UPS-G)

## INTERNATIONAL SHIPPING OPTIONS:

We are working to make sure your international shopping experience with us is both easy and economical.

**USPS** (United States Postal Service)

**USPS International Best Way Shipping** – Provides fast economical delivery to your location. We'll choose the best shipping option. Orders take 1-7 business days after day of shipment to arrive at Customs.

## FEDERAL EXPRESS

International Priority which takes 1-3 business days after day of shipment to arrive at Customs and International Economy which takes 3-6 business days after day of shipment to arrive at Customs.

## PRIORITY MAIL INTERNATIONAL

Orders take 4-8 business days to arrive at Customs.

## 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.** We are not responsible for the time it takes Customs to clear

For the most current information visit us online at [firemountaingems.com/customerservice](http://firemountaingems.com/customerservice)

## RETURNING MERCHANDISE

As of April 2024, we will be moving to a new computer system. The following rules must be complied with as we will no longer have access to all purchase invoice history. 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, in resalable condition (for example: on original strand) and accompanied by a copy of the original invoice with their original unopened Fire Mountain Gems and Beads label and packaging.** We will process your return within five days of receipt.

Product exchanges and all other items will be priced as a new order, so please add \$6.99 for postage for these types of exchanges. For regular products returned within 90 days, you will receive a credit in the same form as your original payment: credit card, check, PayPal refund or gift certificate. If we are unable to process a credit to the credit card you used for your purchase (it's expired, invalid or closed), we will contact you to find an acceptable alternative.

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 • Revised: July 11, 2024

## 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 \$2,200 per troy ounce and silver at \$25 per troy ounce. Both are updated every Sunday on our website. To find an item's current price, enter the item number in the search field on our homepage at [firemountaingems.com](http://firemountaingems.com).

## PRICING NOTE

Prices subject to change without prior notice. This is due to the constant changes in the world market and fluctuating prices on base metals, precious metals, oil, labor and foreign currency. All prices are stated in U.S. dollars. The most current pricing will always be found online at [firemountaingems.com](http://firemountaingems.com).

We accept the following forms of payment:

- Online PayPal
- Visa, Mastercard, American Express or Discover Card credit cards
- A check 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.

## BACKORDERS

We no longer take backorders if an item is not currently in stock. Please use the back-in-stock notification option found on the item's webpage to be alerted when an item is restocked and available to order.

## SPECIAL ORDERS

Need a special product we don't currently carry or larger package sizes of your staple items? Call or email today and let us see what we can do for you at (888) 364-4379 or [Platinum@firemtn.com](mailto:Platinum@firemtn.com).

## 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

- 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.

## COPYRIGHT INFORMATION

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## RESERVATION OF RIGHTS

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## ADDRESS CHANGES

Update your address online at [firemountaingems.com/account](http://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](mailto: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:

(800) 423-2319

Monday – Friday . . . . . 7 am - 5:30 pm (PST)

## ONLINE ORDERS – 24/7

[firemountaingems.com](http://firemountaingems.com)

## TO CALL FROM OTHER COUNTRIES:

(541) 956-7890



Contact us for a quote  
on large quantity  
single-item purchases