## Returns - The Quick and Easy Way

Please check your order upon receipt. If you have any problems with your order, please contact us within 30 days of the date of your order.

We happily accept returns of regular merchandise, including precious metals, returned within 90 days of the original order date on the invoice. \*See below for special return policy information for "One of a Kind Jewelry" creations and BOGO items.

Please be aware you can no longer exchange items, but must place a new order for any replacement or additional items.

## How to return items:

- Complete this return form
- Affix the non-prepaid return shipping label (located on the front of the invoice sheet) to your padded envelope or box and apply appropriate postage
- For your protection, insure the package for the value of its contents
- · Shipping costs are non-refundable
- Drop the return in the mail
- Please do not send C.O.D. as we cannot accept these deliveries

## All product returns must be:

- In the original, unopened product packaging
- Unaltered (for example: on original strand)
- With the original Fire Mountain Gems and Beads label (example below)
- Accompanied by a copy of the original invoice
- · From the original purchaser
- Noted with the quantity and reason(s) for return on the item line(s) (see codes at right)

We do not accept returns of special order products or items containing a hazardous material.

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.

\*Unaltered One of a Kind Jewelry in original, pristine condition is returnable for a full refund of the purchase price in the form of your original payment method, if received within 30 days from the order date on the invoice.

\*Buy One Get One (BOGO) offers require all items to be returned.

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.

Platinum Partner additional product return time: Fire Mountain Gems and Beads will honor product returns for Platinum Partners only, up to 180 days. The existing 90-day policy above will remain in effect. Please note, due to fluctuating of the metal markets, this extension (day 91-180) will not apply to precious metal returns. Criteria for returns will remain the same.

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

We look forward to continuing to meet and exceed your shopping and service expectations.

## **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
- 7 Changed mind/did not meet needs
- 8 Other (please explain)
- **9** Not as pictured/described
- **10** Wrong item ordered
- 12 Pricing
- (14) Quantity/overbought
- (17) Did not like assortment
- **22** Damaged or defective

Example Product Label



Effective December 15, 2016 Updated October 1, 2024

Qty	Item Number	Item Description	Unit Price	Total Credit
	Qty	Qty Item Number	Qty Item Number Item Description	Qty Item Number Item Description Unit Price