FusionBeads.com Return Information

You may return products within 90 days of the order shipment date for a full refund. No product exchanges.

Return Policies:

1. **We do not accept returns on wire, chain, wire lace, all Swarovski crystal chain, open stringing materials, partial returns on pre-packaged items in bulk, books, opened bags of Delica seed beads and 50% off sale items.**
2. Returned products must be in their original condition and packaging. A product that is returned in a way that cannot be resold as is will be assessed a 15% restocking fee.
3. In the event you choose to return any non-defective items for which you have received a volume pricing discount, your credit will be adjusted for this item based on the quantity you kept.

Please follow the instructions below when returning merchandise.

1. Fill out the product return form below and include it with your return.
2. Package the products carefully for return shipment. We recommend a bubble envelope or box.
3. For your protection, we recommend that you send your returns by insured US mail, UPS or FedEx.
4. Return the products within 90 days of the order shipment date to:

   FusionBeads.com Returns Department
   13024 Stone Ave N.
   Seattle, WA 98133

5. Returns may take up to five business days after we receive them. When we receive and process your return, we will e-mail you a FusionBeads.com credit voucher or apply the refund directly to the credit card you used on the order.
6. If you have any questions or concerns, e-mail us at **orders@FusionBeads.com** or call customer service Monday through Friday, 9 a.m. to 5 p.m. PST, at **888.781.3559**.

Product Return Form

Order #	Product #	Product Name / Description	Quantity Returned	Reason Code*

***Reason Codes** (Indicate the reason for each return with the corresponding code in the last column above.)

1. Misjudged size of product.
2. Color not as I expected.
3. Quality not as I expected.
4. Item is defective.
5. Ordered more than I needed.
6. Didn't work with my project.
7. Changed my mind.
8. Other (please explain below)

Comments:

Thank you for shopping with FusionBeads.com. We appreciate your business.

Happy beading!