FusionBeads.com Return Information

You may return products within 90 days of the order shipment date for a full refund. Product exchanges cannot be made.

If you receive an order with an error, please call or email us so that we can correct the problem right away.

Return Policies:

1. **We are happy to accept returns, but we cannot process product exchanges.**
2. **We do not accept returns on the following products:**
   a. cut wire, chain, wire lace or cord
   b. open stringing materials
   c. opened products on pre-packaged items such as kits, seed beads or Delica seed beads
   d. books, software and DVD programs
   e. discontinued products at 50% off
3. Returned products must be in their original condition and packaging, or they will be subject to a 15% restocking fee.
4. If you return a non-defective item 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. Complete 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. For your protection, we recommend that you send your returns by insured US mail, UPS or FedEx.
3. Return the products within 90 days of the order shipment date to:

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

4. Returns may take up to 10 business days to process after we receive them. When we have processed your return, we send you a FusionBeads.com credit voucher by e-mail or apply the refund directly to the payment method used on the order. **If you used a gift certificate on the order, please note that below, and we will send you a FusionBeads.com credit voucher for your returned items.
5. 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**.

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.	4. Item is defective.	7. Didn't work with my project.
2. Color not as I expected.	5. Item is damaged.	8. Changed my mind.
3. Quality not as I expected.	6. Ordered more than I needed.	9. Other (please explain below)

Comments: _____

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

Happy beading!