FusionBeads.com 365 Day Return Policy and Form

You may return eligible products within 365 days of the order shipment date. We do not process product exchanges.

If you receive an order with an error please call or email us so we can correct the issue immediately.

Return Policies:

1. Eligible products returned within 90 days will be refunded to the original payment method.
2. Eligible products returned after 90 days will receive a FusionBeads.com credit voucher.
3. **We do not accept returns on the following products:**
   a. custom cut products such as wire, chain, wire lace or cord
   b. open pre-packaged items such as tools, stringing materials, kits, Swarovski factory packs
   c. books or software
   d. items discontinued at the time of purchase
4. Products must be in their original condition, count, weight and packaging or a 15% restocking fee will be deducted.
5. Refunds on items for which you have received a volume pricing discount will be adjusted 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. For your protection, we recommend that you send your returns by insured USPS mail, UPS or FedEx.
3. Return Address:
   FusionBeads.com Returns Department
   13024 Stone Ave N.
   Seattle, WA 98133
4. Returns may take up to ten business days to process after we receive them. **If you used a pre-paid Gift Card please notate below and we will send you a FusionBeads.com credit voucher for your returned items.
5. If you have any questions e-mail us at **support@FusionBeads.com** or call us Monday through Friday, 8 a.m. to 4 p.m. PST, at **888.781.3559** or 206.781.9500 outside of the United States and Canada.

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.	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:

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

Happy beading!