



# Merchandise Returns

We want you to be happy with your purchase, though sometimes an item may not work for you as planned and you want to return it. If the goods you wish to return meet the following criteria, you don't even need to call us first.

To receive full credit, refund or exchange value, please note:

- Merchandise must be returned within 30 days of receipt of goods
- Merchandise must be in original condition (i.e. unopened, unused, undamaged)\*
- Merchandise will be credited at the original purchase price in one of the following ways:
  - Credit to your account for future purchases
  - Credit toward an enclosed order (please remember to include shipping in your calculations)
  - Refund via the original payment method
- **For fastest service, include a copy of your invoice(s)**  
If you are unable to make a copy of your invoice, you must still include:
  - the invoice number(s)
  - your customer number

Return goods by either the US Post Office or UPS Ground. Returns sent COD will be refused.

Ship returned merchandise to:

**Attn: Customer Service  
R & T  
304 E. 2nd Ave.  
Spokane, WA 99202**

## Not returnable:

- Special-order merchandise
- Used goods
- Cut chain
- Precious metal wire
- Partial strands of gemstones or trade beads
- Partial packages of crystal, or Designer's Bead Assortments
- Closeout or limited-stock goods purchased more than 30 days prior to return date

### Pack your returns carefully:

Credit cannot be issued for goods damaged due to improper repacking when returned to us. (We can almost guarantee that beads, findings or jewelry returned to us in a letter envelope will be destroyed in the mail.) We recommend insuring packages valued over \$10.

### Returns caused by our error:

Returned merchandise and the shipping charges incurred will be credited to your account (or refunded). To receive full credit, you must call for return authorization. Please send via the US Post Office or UPS Ground.

### Claims for shipping errors:

Shipping errors will, of course, be corrected at no cost to you. If you didn't get what you ordered, please contact our Customer Service department within 15 days of receipt of goods at 1 (800) 864-8861.

### Restocking charges:

Restocking fees may be charged on all returns that don't meet the required criteria listed above, and returns made after 30 days. A 15% restocking fee will be charged on open or partial packing units to help defray the cost of recounting and repackaging. Higher fees will be charged on goods requiring additional processing (such as polishing or disassembling) to return to stock.

\*If you are returning merchandise that is more than 30 days old, defective, shorted, opened or damaged please call our Customer Service department at 1 (800) 864-8861.