

A World of Beads Day Return Policy and Form

You may return eligible products within 90 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. Any eligible product returned after 90 days will receive a Aworl dofbeads.com credit voucher for the returned value.
2. **We do not accept returns on the following products:**
 - a. cut wire, cut chain, wire lace or cut cord (custom-cut products such as chain, wire, wire lace or cord)
 - b. pre-packaged items that have been opened such as stringing materials, tools, kits, seed beads or Delica seed beads
 - c. books or software
 - d. items which were discontinued at the time of purchase
3. Returned products must be in their original condition and packaging or a 15% restocking fee will be deducted.
4. 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. For your protection, we recommend that you send your returns by insured US mail, UPS or FedEx.
3. Return Address:

A World Of Beads
2725 Erie Avenue
Cincinnati, Ohio 45208

Attention: Returns Department

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 Aworl dofbeads.com credit voucher for your returned items.
5. If you have any questions or concerns, e-mail us at support@aworldofbeads.com or call Customer Service Monday through Friday, 10 a.m. to 5 p.m. EST, at **513-871-5600**.

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. Item is damaged.
6. Ordered more than I needed.
7. Didn't work with my project.
8. Changed my mind.
9. Other (please explain below)

Comments:

Thank you for shopping with us. We appreciate your business.
Happy beading!