



### Ordering Information:

There are many ways of ordering from us. Just choose the way that is the most convenient for you. We have no minimum order required and we accept a variety of payment methods. Checks, Visa, Money Orders, Cashiers Checks, MasterCard, American Express and PayPal.

- Orders are accepted by our online store, mail, phone, fax and email.
- Please allow 7-14 days between the day of ordering and the actual shipment.
- There is no minimum order required.
- **All orders must be pre-paid**

### Ordering Methods:

- **Online Store (Payments processed through PayPal):**  
Our Online Store is available 24 hours a day, 7 days a week. When you purchase an item by clicking on 'Add to Cart' the item is placed in a Shopping Cart. The Shopping Cart tracks the item details and forwards that information to us when you finalize your order by 'Proceeding to Checkout' through PayPal. Payments can be made through PayPal by Credit Cards, Debit Cards & Bank Account Transfers. A PayPal account is NOT required unless you want to make your payment by Bank Account Transfer. PayPal accounts are free to buyers and enable you to pay without sharing your financial information with sellers. PayPal also guarantees 100% protection against unauthorized payments sent from your account.
- **By Phone (775) 468-0127:**  
Please call us on or between our business hours to place your order. Our hours are 9:00a.m. to 5:00p.m. Monday through Friday, Pacific Standard Time. Please have your purchase list ready for fast and convenient service.
- **By Fax (775) 468-0284:**  
If time is of the essence just fax us your purchase list using the [Mail Order Form](#)\*.
- **E-mail:**  
Send your purchase list at any time day or night.  
[nvturquoise@yahoo.com](mailto:nvturquoise@yahoo.com)
- **By Mail:**  
Use the [Mail Order Form](#)\* and fill out all of the information and mail it to us at:  
Silver & Stone  
Bryan and Jane Mason  
P.O. Box 5369  
Elko, NV 89802
- **\* Note about using the Mail Order Form**  
The Mail Order Form is a PDF file that requires you to print and fill out the order form manually. Much like if you were ordering out of a hard copy catalog. If you would like to order by Mail, Fax, or Phone you can simplify the Mail Order Form by using the Online Store to track the item(s) you want to purchase. Your item(s) will be placed in a shopping cart page that you can use, and then instead of using the 'Proceed to Checkout' option you can print out the shopping cart form and attach it to the Mail Order Form. This would prevent you from having to manually fill in the Item#, description, price and calculate the total purchase cost. You would then only need to use the Mail Order Form to provide your Name, Shipping Address & Credit Card information.

### Your Privacy:

Your privacy is of the utmost importance to us. We abide by all privacy laws and shred any personal information. We do not keep it on file for future use for any reason nor do we share it. So feel confident when ordering using any method of payment.

### Return Policy:

- If an order is received and is deemed unsatisfactory you must contact us within three (3) days of receipt of package to be considered for a refund.
- If the refund is approved, 7-14 days will be allowed for the shipment to be returned to us.
- The package must be insured and all items must be in the same condition you received them in.
- If the items are cut, tumbled or otherwise altered in any way you will not receive a refund.
- We will not refund the cost of shipping.

### Other Important Information:

- Item quantities and availability are subject to stock on hand.
- When ordering please keep in mind the individual nature of the stone that you have chosen.
- Your order will not match the given picture exactly as each piece of turquoise will have it's own characteristics and appearance.
- We strive to show accurate depictions of what you will receive through pictures, but please keep in mind that these are examples only.

**Merchandise Lost in the Mail/Damaged by the Mail:**

If your purchase was lost/or damaged in the mail we will be happy to refund/replace the items if you purchased postal insurance. If you chose not to insure your items then we cannot, however much we would like to, replace or refund your money or items. For your own interest please consider purchasing postal insurance.

If you have any questions or concerns please [contact us](#) and ask.

Thank you for considering us for your turquoise needs.  
We look forward to doing business with you.