

.....Satisfaction Promise.....

At Larson-Juhl, our Mission is to create customer loyalty and long-term relationships by delivering a world class experience to every customer, through every product and service, in every interaction.

We are committed to having the highest quality products and services available to you when you need them, and we are proud to stand behind our *Satisfaction Promise*. If you are not completely satisfied with a Larson-Juhl product or service, **we will make it right.**

Additional Clarification:

- Products with manufacturing defects or delivery damages will be credited and reordered.
- Chop errors and poor join quality will be replaced at no charge.
- Unused, uncut product that is packaged and resalable can be returned within 60 days for a credit. Please note there is a 25% restocking fee.
- Box Moulding: We cannot accept returns of partial or mixed boxes of moulding
- Unopened, full boxes may be returned within 60 days for a credit. Please note there is a 25% restocking fee. Freight charges may apply to large returns.
- Discontinued product is not eligible for return.
- Drivers cannot accept returns without prior Return Authorization. Please contact customer service or visit shop.larsonjuhl.com to request authorization.
- Please report any missing items from your order within 48 hours of delivery.