

Return and Exchange Policy

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Here at Columns & Carvings, Customer satisfaction is our top priority and we want you to be completely satisfied with your purchase. We have set specific guidelines to ensure a quick and hassle-free return and exchange process. We have a fully staffed team of experts who can walk you step by step through this process.

PLEASE INSPECT YOUR ORDER IMMEDIATELY UPON ARRIVAL If your item was shipped to you by motor freight, please inspect the product for visible damage before the carrier leaves. Please make any notations on the Bill of Lading (delivery receipt).

If you are not satisfied with your purchase - you can return or exchange the item within 30 days of receipt as long as the item is returned in new, unused and resalable condition inside its original packaging.

All items properly returned under this policy are eligible for a refund. We will credit you for the total purchase price, upon receipt of the item, less any applicable restocking fees which are usually 25%. Additional fees may apply if not returned in original packaging. Return shipping costs will be at the customer's expense. Returns will be inspected prior to credit given. Please keep in mind, credit card companies vary in the time they post credits to your account. Please allow one to two billing cycles for the refund to appear on your statement.

Please contact one of our customer service representatives toll-free at 1-866-453-4034 or email us at info@columnsandcarvings.com for further instructions on your return and to receive an RMA (Return Merchandise Authorization) number. In the unlikely event that your order is incorrect, missing parts, damaged or defective, please call us within 30 days and we will send you the correct item, replacement item, or replacement parts at no cost to you. Our customer service hours are Mon-Fri 8:00 AM to 5:30 PM CST.

A restocking charge may apply to specifically noted items. Please keep in mind that certain orders **can not** be returned due to their uniqueness and personalization to your specific request. These include, but are not limited to, custom size/split columns, individual capital and base sales, custom molded balusters, brackets, etc...