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**L. Phoenix Decor Return Policy**

The L. Phoenix Decor return policy covers returns on all items except custom orders/special orders as long as they are not installed. All items are subject to a 90-day return window. You’ll need a receipt to get a refund of your original purchase price. You can return your purchase at any L. Phoenix Decor store. Without a receipt and after 90 days, it’s their choice if they want to refund you merchandise credit. Non-receipt returns will also need a valid photo Id.

**L. Phoenix Decor Return Policy Exceptions**

You cannot return a product to L. Phoenix Decor once it has been installed at your residence. Installed flooring is considered the owner’s property and cannot be exchanged or refunded for any reason.

Any product & property damage, as well as labor cost due to faulty installation, will be the buyer’s sole responsibility. we will not be able to cover the cost in any of these cases.

**Cash Purchases Exceeding $1,000**

Cash and cash equivalent purchases exceeding $1,000 may be refunded by check.

**Can I return custom orders at L. Phoenix Decor?**

All custom orders from L. Phoenix Decor are non-refundable. You can only return these as a replacement if they arrive defective.

### How long will it take to get a refund from L. Phoenix Decor?

Once they receive your item, it will take 3-5 business days to process the return, this time can vary. After this, they’ll initiate your refund to the original form of payment.

**Nonrefundable:**

Sales of Gift Cards and Store Credits are final and can only be used for purchasing.

Whole House and Stationary Generators

Labor, Delivery, and/or Installation Services

Product Samples

Custom Products, including Blinds: Custom blinds cannot be returned. If you have received an incorrect product, please call for a replacement.

**Missing Item:**

Please check shipment for all items before signing the proof of delivery.  If you realize that you are missing any items, please note the shortage on the proof of delivery and contact our Customer Care Department immediately.