

American Gas Lamp Works LLC

DIRECT SALES RETURN POLICY

- Returns will be accepted within 30 days of the invoice/receipt date.
- All returned items must be received in the same, usable condition they were issued in.
- A minimum 25% restocking fee will be applied to all returns.
- The purchaser is responsible for all shipping costs associated with returning item(s), including insurance, fees, and damage claims.
- No credit will be issued for items lost or damaged in return shipping.
- Orders fulfilled with special modifications are non-returnable.
- Items that have been modified or altered by the purchaser are non-returnable.
- Items damaged in shipping or order discrepancies must be reported within 5 business days of delivery for a replacement to be considered.
- Copper lamps, electronics, and mantles are non-returnable.
- For Warranty information, please see our “American Gas Lamp Works LLC Limited Warranty.”
- For material or workmanship defects, please contact American Gas Lamp Works LLC at 724-274-7131.
- Terms are subject to change.