



Return Policy

This policy applies to all sales of our Company's products to original purchasers (distributors). If you have a Lauxes Grates purchase from a distributor that you'd like to return, please refer to their return policy.

A return will only be processed under the following conditions:

- Product must be returned within 90 days from the invoice date;
- A return authorization must be obtained from Lauxes Grates;
- A 20% restocking fee will be applied;
- Customer will bear the cost of return freight;
- Credit will not be supplied until goods have been received back into Lauxes Grates' warehouse and inspected for condition; and
- Product must be returned in original packaging and with all parts, accessories, and documentation.

In the event damages are incurred during return shipping, Lauxes Grates reserves the right to deduct the cost of damages from the total credit amount or refuse the return. Insured shipping is recommended.

To make a return request, please email the request through to hello@lauxesproducts.com where the eligibility will be assessed.