

5 YEAR LIMITED WARRANTY

Barn doors manufactured by Urban Woodcraft are manufactured using only the finest, most stable materials or quality engineered wood with excellent design we guarantee your door for up to five (5) years from date of purchase.

RETURNS

If you are not completely satisfied with your purchase, please [contact us](#) to return or exchange your item(s). Note that returns or exchanges are not accepted for special orders, or orders that are no longer in their original packaging, and other items listed below. Upon return, your item will be inspected and exchanges, credits or refunds will be issued for the purchase price. Any taxes charged will be refunded in accordance with applicable laws. Delivery fees are non-refundable with the exception of manufacturer defects or transit damage. Urban Woodcraft reserves the right to refuse returns or exchanges of items that are not in as-new condition due to damage or misuse by the client.

SPECIAL ORDERS

Special orders are submitted for production immediately upon order placement and are built to your specifications. A non-refundable 50% deposit will be taken when the order is placed; the remaining 50% will be charged when your order ships. If you choose to cancel your special order item(s) prior to delivery, your 50% deposit will not be refunded.

Once delivered, special order returns or exchanges due to customer preference or any other reason cannot be accepted.

STOCKED NON-FURNITURE ITEMS

We accept returns for non-furniture items within 30 days, with proof of purchase.

PERSONALIZED ITEMS

These items are special order and are non-cancellable, non-returnable, non-exchangeable and non-refundable.

FINAL SALE & CLEARANCE ITEMS

Clearance items are considered final-sale items and cannot be returned.

CANCELLATIONS

For all orders that are canceled prior to items shipping, no delivery fee will be charged. For special order items, a non-refundable 50% deposit will be taken when the order is placed. If you choose to cancel your special order item(s) prior to delivery, your 50% deposit will not be refunded.

PRICING & INFORMATION DISCLAIMER

Our goal is to provide accuracy in all prices, delivery rates and other information. Availability, prices and delivery rates are subject to change. There may be errors in the prices, descriptions or images of certain merchandise, and we reserve the right to restrict orders of those items and correct any errors, inaccuracies or omissions.

CONTACT

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