

- At Lenox, we take great pride in our quality and craftsmanship of each and every product. We carefully inspect your order prior to shipment. Upon receipt, please inspect your purchase and notify us of any damage; we will arrange for a prompt replacement. If you are dissatisfied for any reason, you may return your purchase for a refund of the merchandise value not including shipping. We take Customer Satisfaction as our number one goal.

- Lenox will pay return shipping costs for a product that arrives broken or damaged, or is defective in any way, or is not the product that was ordered.
- You are responsible for return shipping costs if the product is no longer needed or desired or if the wrong product was ordered.
- No Returns on Personalized items unless damaged in delivery and then Lenox will replace product with a new item upon return of damaged product
- All other merchandise, unused / new, may be returned with proof of purchase (order number / receipt) within 1 year.
- To return an item, call us at 1-800-233-1989 and we will be happy to assist you.

- Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.