



RETURN POLICY

Returns

We take pride in the quality of our products. Each item is carefully inspected before leaving our facilities. However, if you are not satisfied with your purchase, stock items may be returned within 30 days of delivery and will be subject to a minimum 25% restocking fee. Please follow the steps below:

1. **Check Delivery Date:** Ensure that your order is within our 30 day window. Have your purchase order or Lyon order number prior to reaching out.
2. **Contact Lyon:** Fill out our [Contact Form](#) or call 800-323-0082 to request a Return Goods Authorization (RGA) number and appropriate return address for your product.
3. **Repackage your Item:** All products must be in original packing and shipping materials.
4. **Mark the RGA Number:** This number needs to be clearly labelled on the outside of all your returned packages.
5. **Ship Material Prepaid:** All shipping charges are nonrefundable.

Please Note: Non-stocked, customized products, or discontinued products will not be accepted for return, exchange, or refund.

Damages or Shortages

Please inspect your order as soon as it arrives. Once delivered, the products become property of the buyer.

Inspect Shipment prior to Signing: Carefully check your shipment for any visible damage or shortages, please note these issues clearly on your Bill of Lading (BOL) before accepting the delivery. If the damage is severe, you may refuse shipment. **Any damage must be reported within 5 days of delivery.**

We are happy to help arrange your shipments. In the event your products are damaged on our carrier, please follow the following steps:

1. **Contact Lyon:** Fill out our [Contact Form](#) or call 800-323-0082 immediately to report any damages or shortages.
2. **Provide Photos:** Send photos of any damage within 5 days of your delivery date. This includes both visible and concealed (not visible at delivery) damage.

If you arranged your own freight: You are responsible for filing any claims directly with your carrier.