



Carolina Lanterns & Lighting Return Policy

Installed items are NOT refundable.

All returns must have original packaging.

Standard lanterns can be returned within 14 days.

Cancelled, exchanged, and returned lanterns are subject to a 50% restocking fee.

The customer is responsible for return shipping fees.

No returns on custom manufactured lanterns, or installed lanterns.

Prior to Order

Upon receipt of your package it is the customer's responsibility to thoroughly inspect the merchandise. If there is any damage or missing parts, the customer has five (5) days from receiving date to contact Carolina Lanterns & Lighting. Failure to do so could result in denial of a possible claim.