

Return Policy

All sales are final sale, unless there is a factory defect, in which case the purchaser must contact Ricca's Architectural Sales within 15 days of receiving their package. Factory defect as defined by us is a flaw in the product which results in mechanical failure or dysfunction. A refund will be applied only when Ricca's receives the merchandise and confirms the defect. The purchaser must contact Ricca's to receive a return authorization and return shipping label before shipping any items back. Taxes and shipping are non refundable.

Items returned without authorization, factory defect, or after 15 days of package arrival will NOT be refunded. The package will be refused and be shipped back to the original destination.

Shipping Policy

Ricca's Architectural Sales is happy to ship your package using UPS Ground services. Please note that UPS Ground is the most economical and the least speedy method of delivery. If you have a deadline to receive your item(s) please contact Julie Ricca at (504)488-5524 to explore other shipping methods. Products requiring finish change and/or function change may take one to two weeks to process before shipping out. Please contact Julie Ricca at (504)488-5524 for estimated delivery times on customizable items. Some Items may be too large to ship using UPS, this is usually noted in the item's description, please contact Ricca's at (504)488-5524 for a commercial freight shipping quote.

Items being returned because of factory defect MUST be pre approved before return within 15 days of receiving your package. Please contact Julie Ricca at (504)488-5524 to get a return authorization and return shipping instructions.

Taxes

Items shipped within New Orleans, Louisiana are subject to 10% tax (5% city and 5% state). Items shipped within the state of Louisiana, but outside of New Orleans are subject to 5% Louisiana State tax. Items shipped to the state of Florida are subject to 7% Florida State tax. Items shipped elsewhere are not charged taxes, yet must report these purchases on their state income tax returns.