



Architectural Design Elements for the Home Exterior

Lacks Home Products, LLC • 4261 Air Lane Dr. S.E.
Kentwood, MI 49512 • PH: 800-351-9776
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Consumer Return Policy

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If you are not satisfied with the original condition and/or performance of your purchased item(s), you may return the item(s) within 30 days from ship date for a refund or replacement. To qualify for refund or replacement, item(s) must be returned in their original packaging with all tags and stickers attached. Contact us to receive a Return Merchandise Authorization (RMA) number and instructions. Please have your order number available and reason for the return.

We will not accept returned merchandise without a RMA number. Returns received without authorization will not be processed for refund or exchange.

Once you receive a RMA number; you may return unused item(s), in the original box with all accessories, warranty cards, owner's manuals, etc. for an exchange or refund. Non-defective returns will be charged a 15% restock fee.

Returns without the complete original packaging will not be accepted.

Shipping for returned merchandise must be pre-paid by the customer.

Please allow 45 days from the date we receive the return for credit.

Returns must be shipped to us via UPS, FedEx or USPS Priority Mail for tracking/confirmation purposes. We assume no liability for loss or damage of returned packages; therefore we recommend you purchase insurance from your shipper.

Coach House contact info:

Coach House Accents, c/o Lacks Trim Systems
Attention: Customer Service
3703 Patterson Ave SE
Kentwood, MI 49512