

Return Policy and Workmanship Warranty

Effective 01/01/2025

At Kimball Design, Inc., each product is custom-built to order with a focus on durability, quality, and precision. Because of the made-to-order nature of our products, we do not accept returns.

However, we stand behind the quality of our work and offer the following Workmanship Warranty:

Workmanship Warranty

We guarantee that all products will meet the following standards at the time of delivery:

Material: All materials used are sound, durable, and of high quality, as described by Kimball Design, Inc.

Workmanship: All joints are tight and glued. Surfaces are finished as described or ordered.

Functionality: Products will function as described or ordered.

Appearance: Products will be finished according to the specifications provided at the time of order.

Warranty Exclusions

This warranty does not cover:

1. Damage occurring after delivery or installation
2. Natural weathering or environmental exposure
3. Storm or disaster-related damage
4. Improper installation
5. Customer errors in ordering or design specifications

If you believe your product has a workmanship issue covered under this warranty, please contact us within 30 days of delivery.

For questions or warranty claims, please call our office at (479) 388-0570