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Los Angeles, CA 90016
(323) 733-1444

Return Policy

Although it doesn't happen often, at Nikzad we understand that you may change your mind about your order once you have received it. Sometimes unexpected changes occur.

For this reason, we accept returns on all undamaged, unopened boxes within 5 business days of the customer's receipt of the material. Return shipping costs are at customer's expense. To cover the labor costs involved, we charge a 30% restocking fee for any returned material.

Custom ordered material may not be returned. This includes custom ordered materials and stained or hand-finished material.

Cancellation Policy

Customers have a limited time to cancel their order: An order may be cancelled up to 48 hours after the order is placed online. Orders cannot be cancelled beyond this 48-hour period. We will accept returns as per our returns policy above.

Guarantee Information

Nikzad guarantees that all of our products are free of manufacturing defects on par with NWFA standards. However, products are guaranteed only if they have been properly acclimated in accordance with NWFA and NOFMA guidelines, which indicate proper moisture conditions for installation.