



*Dedicated to providing quality products and resources to enhance the lives of individuals with communication differences.*

## **Return & Refund Policy**

Thank you for your purchase at Resources at Lakeshore Speech, LLC.

As a draft copy of the communication sign was approved by the customer prior to production of the communication sign, all sales are final.

If you are not entirely satisfied with your purchase, we're here to help.

If you receive your item(s) and there is damage that may have occurred during shipping or issues with the print, please follow the procedure below.

### **Damage during shipping:**

Upon receipt of your sign, if the packaging is ripped, distorted, or bent:

1. Take 3-4 pictures of the package from different angles
2. Remove sign(s) from packaging - retain packaging.
3. Take 3-4 pictures of the damaged sign from different angles
4. Send pictures and description of damage to: [rlsinfo@lakeshorespeech.com](mailto:rlsinfo@lakeshorespeech.com)
5. We will be in touch with you to resolve this issue as quickly as possible.

### **Issues with printing on Sign:**

Upon receipt of your sign(s), if the print is damaged or cut off incorrectly:

1. Take 1-2 pictures of the sign (focus on area of concern)
2. Send pictures and description of damaged printing to: [rlsinfo@lakeshorespeech.com](mailto:rlsinfo@lakeshorespeech.com)
3. We will be in touch with you to resolve this issue as quickly as possible.

If you have any questions, please feel free to contact us at [rlsinfo@lakeshorespeech.com](mailto:rlsinfo@lakeshorespeech.com)